

Rutland County Council

Job Description

Job Title:	Senior Passenger Transport Assistant
Grade:	Grade 3
Department:	Transport
Team:	Transport
Line Manager:	Fleet Manager

Purpose of the Job:

Responsible for ensuring the safe transportation of high level need (medical & behavioural) passengers on journeys provided by the Council to schools, colleges and other establishments as authorised.

To operate a continually effective daily transport service for Rutland County Council.

To cater for medical and behavioural needs of passengers on required journeys.

To ensure the safe delivery of passengers is achieved to a high standard.

Key responsibilities:

- To look after the welfare of passengers from the moment they are collected until the time they are handed over to any acknowledged person on reaching the pre-determined destination. This may include monitoring of any medical equipment and/or medications required for the passenger/s health.
- Assist in ensuring that passengers are transported in accordance with various safety guidelines and that all safety equipment is effectively deployed (i.e. use of passenger lift, seat belts, restraining harnesses, wheelchair clamps or webbing straps)
- To communicate effectively with the parent/carer of passengers with regard to alterations of timings or other issues. To communicate effectively with the driver of the vehicle and other passengers with regard to any transport, safety or care issues arising on the route.
- Liaise with appropriate officers, parents/carers and school staff in order to understand the individual and medical needs of passengers where this information is of benefit to transport need.
- To act effectively to diffuse difficult situations on the vehicle and to report such incidents to the Transport Office. Be cognizant of the Passenger Code of Conduct and report incidents for follow-up
- To act in accordance with the principles set out in the Employee Code of Conduct and the Council's Values, recognising the duty of all public sector employees to discharge public functions reasonably and according to the law

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post.



Person Specification

Qualifications	Good level of basic education First Aid Trained
Experience	Experience of working with the public. Experience of working with clients requiring medical care
Skills	Confidence and ability to be responsible for the care of clients with medical needs. Able to communicate clearly, tactfully and politely with parents, carers, colleagues and young people. Able to use initiative and make decisions. Capable of working in a team. Good inter-personal skills Able to work with challenging children.
Values	Able to recognise discrimination and be proactive in ensuring the Council's policy is put into practice.

