

Job Description

Job Title	Passenger Assistant (24.5 Hours Per Week)
Directorate	Neighbourhoods
Service Area	Fleet & Transport
Grade	2
Competency Level	1
Salary	£24,796 - £25,583
Job Type	Office Based
Location	Newton Road
Disclosure and barring service (DBS)	Enhanced
Job Evaluation Ref No	

Job Purpose

To ensure that clients are transported in a safe and considerable manner, also, to ensure the safety of all passengers, both inside and outside the vehicle

Directly Responsible For:

Vulnerable passengers, adults and children

Directly Responsible To:

Transport Officers, Senior Transport Officers

Main Areas of Responsibility:

- Working on a Part time basis. To work under the general direction and supervision of transport and other authorised officers
- To undertake all journeys (both within and outside the City) to which they may be detailed by authorised officers
- To be responsible for assisting service users from their home to the vehicle; securing them safely during the journey and assisting them from the vehicle at their destination. Also, to be responsible for ensuring the safe return of service users to their home address
- To ensure Risk Assessment control measures identified on the route run-sheets are implemented and adhered to
- To be sympathetic and courteous at all times to service users carried in the vehicle and to treat their relatives with who contact is made in a similar manner
- To be responsible for the cleanliness of the inside and outside of the vehicles attached to the section
- To assist the Driver with the Vehicle Daily Checks (*including walk-around checks*), fuelling, and oiling of vehicles and servicing the vehicle with air, water
- To operate wheelchair lifts that may be fitted to LOLER standard (once trained to required standard)
- To ensure all passengers are restrained correctly at all times
- To receive service-based training as required to ensure safe and compliant transport of passengers. To adhere to the guidance set out in the Passenger Transport Service handbook

- To report promptly any accidents to service users or staff while in the care of the department
- To be responsible for wearing a uniform if provided, also protective clothing in a clean and tidy condition at all times when on duty
- To accept and receive personal training and development and to promote non-discriminatory practices in all aspects of work undertaken
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

No supervisory or line manager responsibility.

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Vehicle cleanliness
- To Assist clients from home to Day Centre and Return to Home Address

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Literacy skills (A/I)

Desirable

- Community Transport Passenger Assistant Training Module would be an advantage
- Demonstrate a willingness to undertake any additional training as required to further improve/enhance the role and delivery of service

Experience

Essential

- Experience of working with elderly, Vulnerable adults or adults with learning difficulties in work or a voluntary capacity (A/I)

Desirable

- Ability to understand challengers and needs of vulnerable adults in a patient and sympathetic manner
- Ability to work to guidelines
- Reliability, flexibility and punctuality



Skills/Abilities

Desirable

- Understanding the needs of elderly or vulnerable adults or children with learning difficulties and ability to work with tolerance and patience

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Awareness of and commitment to the principles of customer care

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level (A/I)