

Job specification

Job title: Passenger Assistant

Service: Integrated Transport Unit (ITU)

Grade: G4 / G1

Reporting to: Area Supervisor

Your job

You will escort children and young people from home to school or assist with adult social care transport on their journey to and from school or daytime activities. During this time, you will be responsible for their safety, well-being and comfort while on their journey.

The children and adults who use the service have special educational needs, learning disabilities or dementia and as such will rely on you to arrive safely at their destination.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Supervise and assist passengers whilst in the vehicle
- Attend to the needs of the children and service users during their journeys
- Work and engage with children, young people and adults with a range of disabilities and complex needs
- Ensure the safety and comfort of passengers for the duration of their journey
- Build effective relationships with passengers and their families, carers and schools/daycentres to ensure efficient reliable service
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Experience of providing care and support to people in either a paid or voluntary capacity
- A Passenger Assistant Training Scheme (PATs) certificate or willingness to obtain the certificate within a specified time period
- Ability to work independently and as part of a team
- Knowledge and understanding of safeguarding procedures for vulnerable adults and children
- Ability to use initiative to respond to and resolve problems as required
- Ability to establish constructive relationships with service users, carers, families, schools and contractors.
- Excellent communication and interpersonal skills

- Physically able to carry out the tasks associated with the role for example frequent bending, stretching and lifting
- Ability to recognise the importance of ensuring a secure and safe environment for all users of the service

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough