**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

|  |  |
| --- | --- |
| Job Title: | Passenger Assistant |
| Salary: | Salary range: £24404 - £24790 FTE |
| Grade: | 4 |
| Hours: | 25 (Term Time Only) |
| Team: | Fleet Services |
| Service Area: | Transport |
| Primary Location: | East Area - Oxford |
| Budget responsibility: | N/A |
| Responsible to: | Line Manager |
| Responsible for: | N/A |

## Job Purpose

|  |
| --- |
| This is a brief overview of the key objectives of the job including the context within the team/department.  To work with members of Fleet Services to convey people in specialised passenger vehicles by escorting service users in accordance with service requirements.  This post holder is responsible for ensuring that all relevant County policies and procedures are adhered to and concerns are raised in accordance with these policies. |

## Job Responsibilities

|  |
| --- |
| This is a list of the main duties or tasks that the post holder will be expected to undertake.  To assist in the safe conveyance, of service users to/from SEN schools, and Adult and Learning Disability Day Services, for various activities and respite care needs. This will require helping service users, leaving their homes, boarding the vehicle (being aware of their welfare and safety during the journey), alighting from the vehicle and making their way to the appropriate service in a safe and dignified manner.  To work cooperatively with the vehicle driver and any other staff involved to ensure that passenger movements and journeys are completed safely and effectively to accomplish the desired outcome.  To assist in the conveyance of service users’ belongings (small items) when moving service users from one place of residence to another.  To assist service users with the security of service user’s homes prior to being conveyed to day services (ensuring service users have keys or security key numbers) and providing similar assistance on the return journey (ensuring heating and lighting are functional, and food available etc).  To maintain a high standard of accuracy, safety and effectiveness in all work tasks and a mature disciplined approach to the duties. |

# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned with our [corporate values](https://www.oxfordshire.gov.uk/council/about-your-council/working-oxfordshire-county-council/county-council-values).

Each of the criteria listed below will be measured through; the application form (A), a test/exercise (T), an interview (I), a presentation (P) or documentation (D).

You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

|  |  |
| --- | --- |
| Essential Criteria | Assessed By: |
| Experience in working with clients with complex needs. | A & I |
| Experience in handling difficult situations where clients with complex behavioural issues are ‘triggered’ and their behaviour needs to be managed. | A & I |
| Proactively resolve issues with colleagues so that a positive work environment is maintained. | I |
| Team player who actively supports a positive and flexible work culture. | I |
| A ‘completer finisher’ who identifies problems and follows through until they are resolved. | I |
| A ‘Can do’ attitude and a positive attitude towards change. | I |
| Practical wheelchair accessibility exercise. | T |
| Desirable Criteria | Assessed By: |
| Signed up for the DBS updater service | A & D |
| Current Safeguarding Certificate | A & D |
| First aid trained | A & D |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role include:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List |  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
|  | Enhanced Disclosure and Barring Service check with Children’s Barred List |  | Enhanced Disclosure and Barring Service check with Adults Barred List |
|  | Standard Disclosure and Barring Service check |  | Basic Disclosure |
|  | Disqualification for Caring for Children (Education) |  | Overseas Criminal Record Checks |
|  | Prohibition from Teaching |  | Professional Registration |
|  | Non police personnel vetting |  | Disqualification from Caring |
|  | Other (please specify): |  |  |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

|  |  |  |  |
| --- | --- | --- | --- |
|  | Provision of personal care on a regular basis |  | Driving HGV or LGV for work |
|  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects |  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
|  | Working at height/ using ladders on a regular/ repetitive basis |  | Restricted postural change – prolonged sitting |
|  | Lone working on a regular basis |  | Restricted postural change – prolonged standing |
|  | Night work |  | Regular/repetitive bending/ squatting/ kneeling/crouching |
|  | Rotating shift work |  | Manual cleaning/ domestic duties |
|  | Working on/ or near a road |  | Regular work outdoors |
|  | Significant use of computers (display screen equipment) |  | Work with vulnerable children or vulnerable adults |
|  | Undertaking repetitive tasks |  | Working with challenging behaviours |
|  | Continual telephone use (call centres) |  | Regular work with skin irritants/ allergens |
|  | Work requiring hearing protection (exposure to noise above action levels) |  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
|  | Work requiring respirators or masks |  | Work with vibrating tools/ machinery |
|  | Work involving food handling |  | Work with waste, refuse |
|  | Potential exposure to blood or bodily fluids |  | Face-to-face contact with members of the public |
|  | Other (please specify):  PPE including a face mask, gloves and aprons must be worn. |  |  |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.