

JOB DESCRIPTION

#### PASSENGER ASSISTANT

Responsible to: Community Transport Manager and Service Delivery Supervisor’s

Responsible for: Supporting service users

Liaise with: Service delivery supervisors, Admin staff, other HCT Group team members, service users and their family, friends and carers

Contract: Fixed Term until May 2021 (from November 2019)

**Job Purpose**

Community Transport provides a range of transport connecting people to the services they need. We provide minibus hire for not-for-profit organisations such as charities and community groups, individual door to door transport for the most vulnerable individuals, ScootAbility - a mobility scooter scheme for people with mobility difficulties and Dial-a-Ride services for older and disabled people. We are committed to improving the social impact of our services by breaking down the barriers between the most marginalised in our society by providing various services needed to enhance people’s lives, give greater independence, improve quality of life and bring people and communities together.

**Main duties**

**The role will be responsible for:**

* Ensure safe and correct operation procedures of passenger lifts, portable ramps, wheelchair restraints and safety belts systems (training provided)
* To assist and support passengers on and off the vehicle, assisting them with personal equipment as required. (training provided)
* To participate in weekly Shared Reading session at the library and to support individuals, as required.
* To interact and support passengers during journeys according to their needs and requirements.
* To manoeuvre manual and powered wheelchairs onto the vehicle as/when required, adhering to all health and safety legislation (training provided)
* Follow all risk assessments set out for the service
* To assist with filing or other administrative tasks as required

Successful applicants who also hold category D, D1 or D(101) driving licence may be offered additional hours as a community transport driver, however a driving licence is not essential to this role.

#### PERSON SPECIFICATION

**Personal Qualities Required**

* Reliable
* Flexible
* Courteous
* Professional
* Flexible
* Self-motivated / ability to work alone
* Conscientious
* Systematic
* Attention to detail
* Ability to work under pressure
* Self-reliant
* Commitment to equal opportunities
* Competent in the use of Smart Phone Apps

**Experience and Qualifications**

**Essential**

* Must pass an enhanced Criminal Record Bureau check (formerly known as CRB now known as DBS)
* Awareness and understanding of issues affecting vulnerable individuals and people with limited mobility or a disability.
* Ability to communicate effectively with a wide range of individuals including adults with health conditions
* Excellent communicator
* Must be reliable and flexible in terms of hours of work (the hours for this role will increase after 6 months)
* A proven ability to be patient and understanding at all times

**Desirable Criteria (training will be provided)**

* Basic geographical knowledge of local area in Hackney
* Experience of using wheelchair accessible vehicles
* Experience of route planning