



East Surrey Rural Transport Partnership

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JOB DESCRIPTION

JOB TITLE: PASSENGER ASSISTANT (ESCORT)

REPORTS TO: GENERAL MANAGER

SUPERVISES: N/A

MAIN PURPOSE/S: To escort passengers with special needs to day centres and educational establishments on transport services operated by the East Surrey Rural Transport Partnership

DUTIES:

1. General

- To assist drivers with passenger transportation as necessary
- To ensure passenger safety by paying particular attention to their comfort and wellbeing at all times
- To undertake Passenger Assistant Training Scheme (PATS) training as required by ESRTP.
- To assist the driver in ensuring vehicles are kept clean and tidy both internally and externally at commencement of work and when job is completed.
- To assist the driver in ensuring that the allocated vehicle has the seating arrangements necessary for the journey. This may involve installing or removing seats.
- To assist the driver in ensuring that all wheelchairs are securely clamped and passengers restrained in their wheelchair by means of an inertia reel belt.
- To assist the driver in ensuring that ESRTP's policy regarding use of seatbelts is adhered to.
- Before commencing a journey, assist the driver in planning the route to be taken and in fully understanding the client requirements and expectations.
- To assist all passengers on and off the vehicle and if requested from home to vehicle and vice versa. This should only be to the door of client's home address.
- To complete the required administration with regard to each journey.
- To report to the General Manager or another member of ESRTP office staff any issues relating to the job undertaken including complaints and compliments.
- Any other duties which may be requested by ESRTP – which may not always be escort duties.

2. Health and Safety

The post holder must take all due care in respect of Health and Safety at work and ensure compliance at all times with the relevant policies and procedures laid out in ES RTP's Health and Safety guidance.

3. Equal Opportunities

To carry out the responsibilities of the post taking due regard of ES RTP's equality and diversity policies and procedures.

4. Training and Development

To attend training and development courses as required in order to maintain continuous professional development standards.

5. Risk Management

To be aware of the ES RTP's Policy on Risk Management and to notify ES RTP's Health and Safety Officer of any new, emerging or potential risks.

6. Data Protection

To ensure that all passenger manifests containing personal information on passengers are returned to the office to be disposed of in a confidential manner.

7. Other Duties

To undertake any other duties that may be required which are commensurate with the level of the post.

Date Completed: Jan 2019