

Job Description

Job Role: SEN Passenger Assistant

**Service Economy and
Enviromnet**

Role Structure	Role Details
Directorate:	Economy & Environment
Grade:	HC03
Location:	Various
Responsible to:	SEN Transport Coordinator

Main purpose of the role

To supervise and assist pupils with special educational and medical needs on Home to School transport.

Ensure safety standards are maintained.

To regularly provide information in relation to work carried out and attendance of Clients/pupils on vehicles for contract review and management performance purposes.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To assist and supervise clients/pupils and students when entering, travelling and alighting from transport 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To ensure service users are left in safe circumstances 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To report any problems that arise to schools and the transport office 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To provide emergency medical care as required. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To ensure passenger safety standards are maintained at all times (i.e. by ensuring doors are properly closed, seat belts are fastened and child locks in use where appropriate). 	<ul style="list-style-type: none"> Daily



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> To ensure the safe transfer of client/pupils and students from location to vehicle, and vehicle to location. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To ensure wheel chairs are clamped to the safety requirements in accordance with the Councils code of conduct 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To ensure the safety evacuation of the vehicle and supervision of service users in the event of an emergency. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To supervise individuals and ensure that the driver is not distracted. 	<ul style="list-style-type: none"> Daily
<ul style="list-style-type: none"> To take care for Health & Safety of him/herself and for others affected by his/her work and to co-operate with the employer in ensuring that Health & Safety responsibilities are carried out. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To undertake training as required. 	<ul style="list-style-type: none"> As required
<ul style="list-style-type: none"> To undertake such other duties related to the work of the council as may be assigned, which are consistent with the nature of the job and its level of responsibility. 	<ul style="list-style-type: none"> As required
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Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
•	Essential	A, I
•	Essential	A, I
•	Essential	A, I
•	Essential	A, I
Experience & Knowledge		
• Experience of caring for people and an understanding of the needs of children/adults with special educational needs (preferred)	Essential	A, I
•	Essential	A, I
•	Essential	A, I
•	Essential	A, I
Skills and Abilities		
• Able to communicate, understand and be alert to the needs of the pupils and students on the vehicle and act accordingly	Essential	A, I
• Able to climb steps, manoeuvre around a vehicle and secure passengers and wheelchairs in a confined space.	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I – Interview
<ul style="list-style-type: none"> Able to carry a child from a vehicle in an emergency. 	Essential	A, I
<ul style="list-style-type: none"> Able to effectively communicate both verbally and in writing. 	Essential	A, I
<ul style="list-style-type: none"> Have a friendly and caring attitude towards children and adults. 	Essential	A, I
<ul style="list-style-type: none"> Ability to remain calm in challenging situations. 	Essential	A, I

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

Trust - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

Honesty - Demonstrating truthfulness, integrity, and transparency in all communications,



decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

Responsibility - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

Inclusivity - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

Value - Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

Empathy - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

