

Job Description

Post: - Passenger Assistant

Purpose of Post:

To Assist Passenger travelling in Community Transport vehicles for individuals and community groups to enable them to participate fully in a wide variety of activities

Duties and Responsibilities:

- 1 To be responsible for carrying out Passenger Assistant duties in compliance with current Merton Community Transport (MCT) policies & procedures as described in the Drivers and Passenger Assistant Handbook.
- 2 To work co-operatively with paid staff and other volunteers.
- 3 To report any defects with equipment or seat belts to the driver immediately.
- 4 To be responsible for the welfare, safety and comfort of passengers at all times, and to offer assistance where appropriate in accordance with PATS training.
- 5 To be responsible for the correct use of safety and security equipment in accordance with the instructions given, and the wearing of safety clothing.
- 6 To undertake appropriate training when necessary e.g. first aid, E learning via Ellis Whittam and to always hold a current Pats Certificate.
- 7 To be responsible for the cleanliness of the interior of the vehicle you are in
- 8 Not to use any equipment unless fully trained and confident. Always follow the manufacturer's guidelines and instructions
- 9 To be responsible for ensuring that all passengers and yourself wear a seat belt while travelling.
- 10 To report to the driver if the passenger becomes unwell and if necessary call 999 or 111
- 11 To undergo a Disclosure Barring Service and reference check prior to an offered role.
- 12 To undertake any other duty that may from time to time be reasonably required.