

Job Description

Directorate:	Growth, Environment, Transport, and Health		
Service:	Public and Integrated Transport		
Location:	Lancashire		
Salary range:	£23,151	Grade:	FLW
Reports to:	TBC	Staff responsible for:	NA

Job purpose and scope

The core value of Integrated Transport Services is to competitively provide high quality transport services which meet the County Council's Corporate Objectives / Commitments and its approach to 'sustaining excellence'.

The purpose of this job is to transport and assist passengers with disabilities and sensory impairments in a safe, caring, professional manner.

Accountabilities/Responsibilities

- Assist in the transporting of young/elderly passengers in a safe, caring manner, ensuring their welfare and maintaining their dignity.
- Providing care duties associated with transport services. For example, assisting passengers to prepare for their journey to and on or off the vehicle and ensuring passengers are safe and comfortable when they are on the vehicle.
- Working as part of a team in the delivery of the service.
- Operating the vehicle tailgate-lift during the boarding and alighting of passengers in wheelchairs following appropriate.
- Ensuring the safe application of wheelchair clamps and straps and other specialist equipment.
- Ensuring that all communication issued by the service is followed and adhered to.
- Completion of records as required by Integrated Transport procedures.

Other

- **Equal Opportunities**
We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.
- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

- **Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

- **Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and numeracy if they do not have one already.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Qualifications
PATS (Passenger Assistant Training Scheme) certificate*
Experience
<ul style="list-style-type: none">• Experience working as part of a team.• Experience of driving/working on passenger carrying vehicles and/or larger vehicles*• Care related experience *• Experience of record keeping *
Essential knowledge, skills & abilities
<ul style="list-style-type: none">• Physically fit (able to manoeuvre passengers in wheelchairs)• Good communication skills• Good 'people' skills (friendly, considerate, patient, empathy etc.)• An awareness of the needs of people with special needs including frailty, disabilities and sensory impairments*• Awareness of Health and Safety at work*
Other essential requirements
<ul style="list-style-type: none">• Commitment to equality and diversity.• Commitment to health and safety.• Display the LCC values and behaviours at all times and actively promote them in others