

WORCESTERSHIRE COUNTY COUNCIL
ENVIRONMENTAL SERVICES DIRECTORATE

JOB DESCRIPTION

POST TITLE: ESCORT / RELIEF ESCORT

UNIT: Passenger Transport Group

POST REF: PTG02

GRADE: Scale 1

RESPONSIBLE TO: Access Co-ordination Assistant

RESPONSIBLE FOR: No supervisory responsibilities

MAIN PURPOSE OF JOB:

To escort passengers on transport, some with special needs, to/from their destination to ensure their comfort and safety.

KEY ACCOUNTABILITIES:

1. To assist/supervise the passenger whilst boarding and alighting vehicles, including pushing wheelchair users and carrying/lifting luggage as necessary.
2. To ensure that safety standards are maintained at all times e.g. by ensuring that doors are properly closed, seatbelts fastened and child locks in use where appropriate, meeting any specific personal need.
3. To ensure that drivers are not distracted by passengers during the course of their duties.
4. To act as the link between establishments and carers.
5. To report any specific problems concerning the conduct or behaviour of passengers on the transport to the head of establishment.
6. To convey medication as directed and to ensure safe keeping of all other personal possessions.
7. To monitor the number of passengers on the vehicle, and ensure that only authorised users travel.
8. To deal with minor injuries (i.e. cuts, bruises) and report as appropriate.
9. To clear up messes related to sickness and incontinence problems.

10. To use equipment provided i.e. seatbelts, clamps. Secure all wheelchair passengers safely.
11. To ensure the safe evacuation of the vehicle and supervision of passengers in the event of an emergency.
12. To assist with lifting equipment where required.
13. To take appropriate action where carers/parents are not available to take charge of a passenger (guidance will be provided).

OTHER DUTIES:

To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job. Reasonable adjustment will be considered as required by the Disability Discrimination Act.

To undertake health and safety duties commensurate with the post and/or as detailed in the Directorate's Health and Safety Policy.

To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.

CONTACTS: In all contacts the post holder will be required to present a good image of the Directorate and County Council as well as maintaining positive relationships direct.

External: Carers/Parents
Establishments
Transport Contractors
Internal: Passenger and Fleet Transport Unit

NOTES:

This post is subject to a criminal record check under the arrangements established by the Criminal Records Bureau.

The Council reserves the right to alter the content of this job description, after consultation, to reflect changes to the job or services provided, without altering the general character or the level of responsibility.

The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equal Opportunities Policy.

Date: Feb 2009