

Lancashire County Council

Role Profile

Grade Profile - FLW – Support Roles

Applies to **all** posts at FLW

Purpose

To carry out a number of tasks in support of, or the delivery of, the service.

Scope of Work

Role holders will undertake a number of routine procedures and use associated tools and equipment. Some personal initiative may be required.

Accountabilities/Responsibilities

The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role.

- Observes personal duty of care in relation to service users or equipment or resources used in the course of work.
- Role holders may be required to make minor decisions by selecting from a choice of options or by identifying straightforward solutions to simple problems.
- Role holders may be required to determine the sequence and timing of own job or that of others.
- Personal care tasks, such as bathing, toileting and feeding clients or accompanying passengers who have known medical and / or behavioral conditions.

Skills, knowledge and experience

- Role holders will either need previous relevant experience or specific training in the job tasks.

In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

- Completion of tasks to required standards and deadlines.

Lancashire County Council

Operational Context Form

Post title: PASSENGER ASSISTANT 2					
Directorate: Highways and Transport – Public and Integrated Transport				Location:	
Establishment or team:		Integrated Transport Services		Post number:	
Grade:	FLW	Staff responsibility:	No	Essential Car user:	No
Scope of Work: 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.					
Prepared by:		Ian Wilkin		Date:	April 2015

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

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 co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

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

Customer Focus

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.

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 /or numeracy if they do not have one already.

Lancashire County Council

Person specification		
Post title: Passenger Assistant 2	Grade: FLW	
Directorate: Highways and Transport – Public and Integrated Transport	Post number:	
Establishment or team: Integrated Transport Services		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications PATs (Passenger Assistant Training Scheme) certificate	D	AF, I
Experience		
Experience of working as part of a team.	E	AF, I
Experience of driving/working on passenger carrying vehicles and / or larger vehicles	D	AF, I
Care related experience	D	AF, I
Experience of record keeping	D	AF, I
Knowledge and skills		
Physically fit (able to manoeuvre passengers in wheelchairs)	E	O
Good communication skills	E	AF, I
Good 'people' skills (friendly, considerate, patient, empathy etc.)	E	AF, I
An awareness of the needs of people with special needs including frailty, disabilities and sensory impairments	D	AF, I
Awareness of Health and Safety at work	D	AF, I
Other (including special requirements) 1. Commitment to equality and diversity 2. Commitment to health and safety 3. Commitment to attendance at work	E E E	I I I
Date: Aug 07		
Note: We will always consider your references before confirming a job offer in writing.		

LANCASHIRE COUNTY COUNCIL

PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

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Team/Establishment	Integrated Transport Services
Post title	Passenger Assistant
Description of main activities the employee will be required to undertake (or attach role profile)	
Form completed by: Ian Wilkin	

A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.

		YES	NO
1	Work at heights (e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc).	☐	x
2	Work in excessively noisy environments above statutory control limits (Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc).	☐	x
3	Work in unusual environmental conditions (e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required).	☐	x
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome (e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc).	☐	x
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	☐	x
6	Some contact with hazardous substances (e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves).	☐	x
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	☐	x
8	Work with lead or lead-based products (e.g. some paints).	☐	x
9	Food handling/preparation (of raw or uncooked food only).	☐	x
10	Occupational fieldwork or work in extreme conditions (e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work).	☐	x

B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)

This section is for the information of applicants and does not facilitate a referral to Occupational Health.

		YES	NO
11	Face to face contact with the public/service users (e.g. at sensitive front line posts re abuse, aggression, assault).	x	☐
12	Working in isolation/lone working.	x	☐
13	Work with electrical wiring (e.g. colour blindness).	☐	x
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	☐	x
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses).	☐	x
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).	x	☐
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	x	☐
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).	x	☐
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).	☐	x

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

MANUAL HANDLING INVOLVES WHEELCHAIR LIFT ON A VEHICLE AND SECURING WHEELCHAIR TO FLOOR OF VEHICLE USING CLAMPS AND STRAPS. EXPOSED TO TRAFFIC HAZARDS WHILST ACCOMPANYING SERVICE USERS.

Head of Service (please print)		Ian Wilkin	
Telephone Number:		Date:	April 2015
