# Context statement

Job title: Peripatetic Passenger Assistant Level 2

Directorate/Service/Team: Dorset Travel

## Organisation structure

Reporting to: Compliance Officer

Responsibility for: Transporting SEND children to and from their home.

Dorset Travel is part of Dorset Council, within The Place Directorate. We are committed to providing a high quality of service for all passengers across Dorset.

Dorset Travel also has a training centre with experienced and qualified trainers, all new staff will be invited onto a full induction training course, providing the tools and knowledge to enable you to work safely and professionally.

The direct line management for the Passenger Assistant is the responsibility of the Compliance Officers who have designated areas across Dorset. The post is also supported by the Dorset Travel operations team.

The post of Passenger Assistant does not have any line management or supervisory responsibility.

## Context of work

The role of passenger assistant level 1 and level 2 is to take care of the health & safety of special educational needs and disabilities (SEND) children in the transportation to and from their home to school.

To understand the hazards and comply with safety policies, ensuring not to put yourself or others at risk.

The passenger assistant must be physically fit, some SEND children have no concept of their own safety and you will have to ensure the safety of the children on your route, you might need to run after a child if they have alighted from the vehicle and are in danger. Some SEND children are in wheelchairs, you will need to be able to push the wheelchair from the vehicle to the school entrance.

The passenger assistant will be trained in emergency first aid; this will need to be used in all medical emergency situations as well as calling 999.

The passenger assistant has a duty of care to safeguard children from harm, safeguarding training is provided.

Communication can sometimes be difficult for SEND children, you will be shown different ways to communicate, using sigh language, picture cards and speech. It is also very useful to talk with the teachers as they will be able to provide extra information as to the likes or dislikes of a child.

**Level 2 Responsibilities**

Medical training will be provided for Passenger Assistant’s supporting children with more complex medical needs and where medical intervention requirements have been identified.

To carry and understand medical care plans and know how to read and action the plan.

A level 2 Passenger Assistants will be supporting:

* children carrying emergency Buccal Midazolam medication for Epilepsy
* children with a VNS implant for Epilepsy
* children requiring suction, ventilator or oxygen intervention
* children with a gastronomy machine and requiring peg feeding
* children with Diabetes requiring prick testing

## Travel requirement

The post of peripatetic passenger assistant has a significant travel requirement. There is a requirement for a vehicle to be available on most working days to carry out normal duties. You are required to provide a replacement vehicle if the usual vehicle is not available over an extended period and Insurance for all vehicles must have **Business Use** cover.

In situations where peripatetic passenger assistants are required to use their vehicle to carry out normal duties, they are entitled to claim for excess travel time, in respect of home to work travel, where this exceeds a total of two hours per day, with each day standing alone. There is no entitlement to travel time where peripatetic passenger assistants board and are returned to their home address. Peripatetic passenger assistants are entitled to claim for home to duty mileage in excess of ten (10) miles per day.

The approved home to work mileage and travel time will be in relation to the home address applicable at the time of appointment.

## Other information

As a passenger assistant you will be required to attend an induction training course prior to going into your main role, and there will be ongoing refresher training and meetings which you will be expected to attend.

The post requires the candidate to have an enhanced DBS and to be medically fit. A three-day induction training course will be completed, as well as all medical training for level 2 Passenger Assistant’s before commencement of this post.

The role of peripatetic passenger assistant does the same as a contracted passenger assistant with the exception that there is no fixed route or starting/finish time and you will be expected to cover sickness or staff shortage, where necessary, and as detailed by Dorset Travel. The contracted hours of work are spread over the working week and it is expected that, where necessary, overtime hours will be worked. It will be normal practice to give as much advanced notice of working as possible, however, this is a cover role and you will need to be prepared for short notice working.

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| **Context statement prepared by:** | | | |
| Manager |  | Date | 1st June 2025 |