# Context statement

Job title: Passenger Assistant Level 1 and 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

There are no travel requirements for the passenger assistant, you will be picked up from your home address by the driver on your route, after safely transporting your passengers to their destination you will then be returned to your home address.

## 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.

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