

Job Profile

Position Details	
Post	Coach Escort
Service Area	Children's Services, Passenger Transport Services
Reports to	Escort Team Coordinator
Grade	Scale 3
Job Family	To be completed by HR

Role Purpose
1. To be responsible for escorting children, young people and adults with special educational needs to and from home and school/centre and other destination on vehicle provided by the Passenger Transport Services. 2. To ensure the safety and well being of passengers with special needs during their journey from home to school/colleges/centres at the beginning of the day and return at the end of the day provided by Passenger Transport Services.,

Main Responsibilities
1. To accompany the driver of the vehicle to the homes of the passengers and informing the driver where necessary, of any changes/addition to the route. 2. To ensure that all passengers are transported in a safe and proper manner 3. To collect children from school and return them to a responsible adult at the drop off address at the end of the day. 4. To ensure that all passengers are safely strapped in throughout the journey undertaken. To ensure that the passengers are safely boarded onto vehicle: placing wheelchair onto vehicle: placing wheelchair onto the tail lift: securing handbrake and where appropriate, accompanying pupils on tail lift: placing wheelchairs from tail lift onto designated in vehicle and where required, ensuring passengers are safely strapped in (The operation of the tail lift is the responsibilities of the driver) 5. To assist children boarding the vehicle as necessary. To decide upon appropriate seating arrangement in the vehicle having regards to the disabilities or requirement of the passengers and to ensure that they are correctly and comfortably seated. Following medical or Head Teacher advice, should special seating or straps be essential and inoperable, the escort may decline to transport the pupil until advised otherwise.

6. To be responsible for valuables, medication aids belonging to passengers and ensure they are safely at all times.
7. To be responsible for the care, safety, well being and welfare of passenger during the journey and ensure that the drivers is not disturbed whilst the vehicle is in motion.
8. To deal with body spillage's during the journey in accordance with Council Procedure's. To liaise with transport office, parents and teachers in matters which may affect the Passenger's on the journey and to parents and teachers anything which may affect the well being/behaviour of the passengers at home or school e.g. sickness, fits or other illnesses.
9. To ensure all vehicles are maintained to a high standard of vehicle cleanliness.
10. To check all vehicles aids, i.e. seat belts, harness, child seats, wheel clamps, etc. and that they are properly fitted and secured as provided by PTS. To ensure that open windows and doors are safely secured before the vehicle starts moving.
11. To check all vehicles for first aid boxes and fire extinguishers which are in date.
12. To maintain an effective, regular and direct communication system within the Transport Office, liaising between parents/Carer/Client /School/Establishment and Transport Office.
13. To monitor the performance and appearance of drivers and escorts as to maintain a high level of service.
14. To monitor drivers in ensuring that they wear their PPE [Personal protective Equipment].
15. To ensure all driving staff carry their I.D cards with photos whilst on duty.
16. To ensure written reports are completed at the end of each and every journey.
17. Effort will be made to keep runs constant but from time to time you are required to cover any run that may need your services. You must cover any run that your Line Manager informs you to do so.
18. To ensure that all aspects and level of the Service Level Agreement within the Passenger Transport Services are adhered to.
19. To undertake all the duties of an escort as a regular daily duty.
20. To work such hours as is deemed necessary to ensure an effective operation of the Transport Office

- 21.To carry out other duties relevant to the post as directed by Passenger Transport Services.
- 22.To attend meetings and training courses at any time that you are required.
- 23.To be aware of changes in behaviour during the journey in order to anticipate/prevent problems.
- 24.To carry out basic first aid where appropriate and if possible in the event of an emergency and/or to ensure that medical assistance is sought as soon as possible.
- 25.To deal responsibly and sympathetically with a variety of problems such as: abuse, emotional problems, physical abuse etc. and to report to the Transport office, Head teacher/parent as appropriate, emotional/personality problems or changes in behavioural patterns which may cause concern.
- 26.To positively discourage racism and sexism amongst the passengers and to have positive attitude to their cultural differences.
- 27.To be responsible for the safety of the passengers when they arrive at the appointed destination (home/school/college/centres) having regard to prevailing weather and traffic conditions.
- 28.To make suitable arrangements following agreed procedure for safety of passengers in conjunction with the Transport Office should the parent/carer not be at home to receive them at the end of day. (i.e. if no one is at home to receive the pupil, continue the journey and deliver remaining passengers to home addresses, then return to the address of the pupil and telephone the Transport Office if there is still no contact available. Leave a card saying where the child is being kept and proceed to confirmed address)
- 29.To participate in the induction training of other Coach Escorts as and when required.

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
--	------------------------

INTERPERSONAL SKILLS	
Self Awareness and Control	Essential
Manages time in an effective and productive way.	Essential
Manages own stress, remaining objective and stable in stressful situations.	Essential
Maintain high ethical standards both personally and professionally: shows integrity and is trustworthy.	Essential
Shows consideration, concern and respect for other people's feelings: is a good listener and displays 'empathy'.	Essential
Co-operate and works well with other, sharing information and supporting others.	Essential
Communication orally in a manner which is clear, fluent, concise and appropriate.	Essential
Respecting and valuing individuals' diversity. Acknowledge the variety of others' contribution.	Essential Essential
EXPERIENCE PERSON EFFECTIVENESS AND SELF DEVELOPMENT	
Would be essential to have experience in dealing with children with special needs.	Essential
Demonstrates an understanding of personal responsibilities, in the areas of risk management and health, safety and welfare, both in terms of self and others.	Essential
Displays assertiveness without aggressiveness and is sensitive to the families of pupils with special education needs.	Essential
Is adaptable, receptive to new ideas, and willing and able to adjust to new demands and circumstances.	Essential
KNOWLEDGE	
Understanding of the issues relating to the safe transportation of children with special education needs.	Essential
Self motivated.	Essential
Work under minimal supervision.	Essential

Knowledge and understanding of current transport legislation.	Desirable
QUALIFICATIONS	
Basic First Aid	Desirable
Knowledge of Health and safety issue	Desirable
ANY OTHER FACTORS RELATING TO THE POST	
Reliability, patient and flexible attitude	Essential
Lives local (available at short notice)	Desirable

Main Contacts & Other Information
<u>Main Contacts:</u> 1. External Contractors Drivers 2. Schools/Centres 3. Parents 4. Coach Escorts 5. PTS Office Staff <u>Other Information:</u> This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
x				
Are the staff based at the same work location?				Yes/No
Will the post holder be responsible for contract / agency / project staff?				Yes/No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	NO		Use of a computer.	NO	
Audio typing.	NO		Crisis or conflict situations.	YES	
Walking more than a mile.	POSSIBLE		Manual handling.	YES	
Working alone or in isolation.	POSSIBLE		Working in confined spaces.	YES	
Driving a car, van or minibus.	NO		Preparing or serving food.	NO	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	POSSIBLE		Working in awkward positions, e.g. stooping, bending, reaching.	YES	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	NO		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	NO	
Regular and repetitive movements.	YES		Working shifts / unsocial hours, nights.	NO	
Outdoor work involving uneven surfaces.	YES		Standing or sitting for prolonged periods.	YES	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	NO		Working at heights / on ladders, roof work.	NO	
Teaching, or responsibility for, children.	YES		Outdoor work involving extremes of temperature.	POSSIBLE	
Electrical hazards.	NO		Control and restraint.	YES	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
N/A
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
N/A
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
N/A
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
N/A
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
N/A