

FALKIRK COUNCIL

JOB DESCRIPTION

SECTION A

Job Description

Job Title: Passenger Assistant

Service: Place

Section: Adult Provision

Location: Various

Grade: Band B

SECTION B

Organisational Relationship

Responsible to Transport Planning Manager via Public Transport Officer.

SECTION C

Job Purpose

To assist and support Service Users with Learning and or Physical disabilities whilst travelling to and from Dundas Resource Centre in Grangemouth.

SECTION D

Key Responsibilities

1. Transport of disabled Service Users to and from the Adult Day Centres on behalf of Social Work Services, the timing and routings to be decided by the Transport Planning Unit, using any vehicle allocated by the Unit.
2. Assistance, where necessary to the Service Users including wheelchair users, helping them on and off the vehicle and supporting them to and from collection points.
3. Any assistant duties necessary to the functioning of the Transport Planning Unit or connected with the needs of the Adult Day Centre during working hours.
4. Supervision to ensure the safety of Service Users, to ensure that all seat belts and wheelchair restraints are secured when travelling.
5. Conveyance of Service Users into the Centre (and if appropriate their place of residence), and assistance when required with the removal/putting on, of outdoor clothing and other personal tasks.
6. Any other relevant duties as shall from time to time arise, or as directed by Line Manager.
7. To take reasonable care for their own health and safety and that of others whilst at work. To co-operate with Managers and the Council to ensure compliance with safety regulations and the Social Work Policy and Procedure for health and safety.
8. Administering of rescue medication to clients with severe epilepsy (emergency situations only).

9. To undertake Disability Awareness, Epilepsy, First Aid and Moving and Handling, or other relevant training as and when required.

SECTION E

Accountability

Health and Safety issues relating to vehicles and passengers.

To behave in a courteous and professional manner which respects the rights, dignity and vulnerability of service users and preserves good working relationships with colleagues.

SECTION F

Knowledge, Skills and Experience

A reasonable standard of education and an understanding of the needs and issues with respect to Disabled people.

SECTION G

Demands

To bring to the attention of the Day Centre Management and or the Transport Planning Manager any issues concerning the wellbeing of Service Users.

This job requires contact with vulnerable groups therefore you will require to gain/maintain PVG Scheme membership.

SECTION H

Communications and Contacts

Internal: Transport Planning Unit Management & Staff, Day Centre Management & Staff.

External: Parents and carers.

SECTION H

Environment

There will be an expectation that the postholder will be available for call-outs to deal with, e.g. vehicle breakdown, centre closure etc.

Jan 2026