JOB OUTLINE	
JOB TITLE: Client Transfer Attendant	**JET CODE: 2130**
DIVISION: Infrastructure	
SERVICE/BUSINESS UNIT: Transport	
REPORTING TO: Transport Officer	
RESPONSIBLE FOR: None	

JOB PURPOSE:

Attending to the comfort, security and safety of passengers whilst being transported to/from establishments. Providing supervision of service users during transport and providing assistance to the driver/attendant as required.

MAIN DUTIES:

- Responsible for attending to the comfort, security and safety of passengers during transport in accordance with the policies and procedures of East Lothian Council.
- Ensuring vehicle doors are kept closed and that no passenger boards or leaves the vehicle whilst in motion.
- Providing physical assistance to service users when necessary.
- Collecting service users from home and escorting safely onto transport.
- Assisting service users to alight from transport and escorting safely to home.
- Carrying medication and messages between passengers' homes and centres/schools.
- Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

Able to demonstrate equivalent knowledge, skills and competencies gained through previous experience.

Disclosure Scotland:

This role requires **PVG clearance** for regulated work with children. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement**.

Scottish Social Services Council:

None.

PERSON SPECIFICATION		
Attributes	**Essential**	**Desirable**
Education, Registration & Training	This role requires **PVG clearance** for regulated work with children. ELC will submit a PVG application on behalf of the preferred candidate and receipt of the subsequent PVG certificate will be **required prior to commencement**.	First Aid certificate
Previous Experience (Paid & Voluntary Work)	Experience of working with the public	Experience of working with children/adults with special educational needs. Experience of working with children/adults with physical disabilities. Working with children and young people.
Knowledge/ Skills /Competencies	Effective verbal communication skills Effective interpersonal skills in dealing with the clients, public, colleagues and other professionals.	An understanding of Health & Safety Manual Handling training
Personal Qualities	Ability to work flexibly as part of a team. Ability to deal sensitively with individual clients, including the need to maintain confidentiality. Ability to maintain confidentiality relating sensitive or personal matters.	A flexible approach to work
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	