

PASSENGER ASSISTANT

Volunteer Passenger Assistant Role Description

Outline

Volunteer Passenger Assistants assist drivers transporting groups and individuals in Access Lewisham vehicles to social activities, shopping trips, meetings, holidays, etc. These trips will be within the borough of Lewisham.

Volunteer Passenger Assistants are responsible to the Access Lewisham Co-ordinator

Tasks

To carry out passenger assisting duties in compliance with Access Lewisham policies and to PATS (Passenger Assistant Training Scheme) standards.

- To liaise with a paid member of staff regarding passenger requests and arrangements.
- To operate the passenger lift – only after appropriate training and under the supervision of the driver.
- To collect monies from passengers
- To offer assistance to passengers boarding and alighting the vehicle.
- To offer assistance to passengers ensuring that their home is safe and secure on leaving.
- To ensure that members are comfortably and securely fastened in their seats; gangways are clear of obstructions and that the driver is not distracted.
- To assist in the safe securing of any passengers travelling in wheelchairs.

Volunteer Passenger Assistants are expected to:

- Undergo a Disclosure and Barring Service (DBS) check and produce two references as part of the induction programme.
- Attend PATS training and any other appropriate training when necessary.
- Attend informal volunteer support meetings with a paid member of staff.
- Commit to volunteer for a period of three months.
- Be available once a week for three hours

Skills and Experience

No previous experience is necessary but desirable skills and qualities should include:

- An ability to listen and communicate with people from a range of backgrounds
- Good level of spoken English although second languages welcomed
- A reasonable level of fitness
- A good understanding of safety issues
- Friendly and patient attitude. Trustworthy and reliable

We encourage applications from people from a variety of background, nationalities and age (minimum age 16).

Volunteer Responsibilities

As a volunteer passenger assistant for Access Lewisham you will be expected to

- On behalf of the organisation collect service user's agreed contributions, towards the cost of their journey, and to return all collected funds to the Coordinator.
- Develop trusting relationships. Respect others' views.
- Engage in friendly conversation. It is important not to impose your opinions and beliefs on the passenger.
- Be able to communicate clearly and effectively.
- Inform the Coordinator of any concerns that may arise.
- Be punctual: if you are unable to keep an appointment, you must inform the Coordinator
- Inform the Coordinator of any requested changes to frequency or nature of journeys.
- To abide by the Equal Opportunities Policy of Access Lewisham.
- Maintain confidentiality at all times.
- Comply with Access Lewisham's risk assessment guidelines.

Reviewed February 2013