

Passenger Assistant/ Bus Buddy

About Christchurch Community Partnership

Christchurch Community Partnership (CCP) has been providing safe, accessible and affordable community transport for those within the BH23 postcode community since 2011.

CCP is also dedicated to supporting and enabling independent living, reducing isolation and encouraging social interaction, especially for vulnerable people (such as older or disabled people or those with mobility difficulties who struggle to leave their homes).

Summary of the Role

Our Bus Buddies work as a team with our Drivers to provide a range of community transport services, in particular, door-to-door transport for vulnerable and isolated individuals.

Our Buddies act with the utmost level of professionalism, care and compassion to ensure that passengers have a safe and enjoyable journey.

Bus Buddies are provided with full training. Further detail on the key tasks are provided below.

Key Tasks

- Assist passengers to and from the minibus.
- Ensure the passenger is safely at their destination in accordance with procedures on site.
- Ensure all passengers are safe and secure in the vehicle and that safety requirements are complied with (e.g. seatbelts or wheelchair restraints).
- Ensure that passengers are fully supervised at all times (as appropriate) and are only allowed to disembark the vehicle when it is safe for them to do so.
- If the passenger is not ready for collection or does not answer, ensure that the driver waits where possible or that the office is consulted as to steps required.
- Liaise with carers and families as necessary, maintaining a professional manner at all times.

- Monitor timetables and keep the office team informed if regular difficulties arise as well as recommending amendments where appropriate.
- Deal with any emergency relating to passenger's health and respond to any passenger who may be difficult, confused, agitated or sick.
- Report any accidents, incidents or emergencies to the office without delay.
- Read emails, safety notices, updates, etc. provided to keep all staff up-to-date.
- Complete paperwork as required.
- Undertake all other reasonable duties as delegated to them by the office team.
- While at the lunch club, offering a helping hand to the coordinator and lunch club volunteers – this may involve sitting down chatting to clients, helping with tea and coffee or cleaning tables.

Requirements for Role

Bus Buddies must:

- be committed to high levels of customer care and be caring and sympathetic (particularly to the needs of vulnerable and/or disabled persons);
- be able to get on with people from all backgrounds (e.g. people from all ethnic and religious groups, people of both sexes, people with disabilities) politely and sensitively;
- be reliable, conscientious and punctual;
- be physically capable of undertaking manual handling activities (e.g. assisting disabled people to walk to/from vehicle, assisting wheelchair users);
- work closely with the driver as a team to provide passengers with a safe and quality service;
- be able to use a mobile phone and to access to email on a regular basis;
- be able to read, understand and follow written instructions;
- have excellent verbal communication skills; and
- be smart and presentable.

Details of the Role and Employment Particulars

This paragraph 5 provides a brief guide on the terms of employment. If we decide to proceed with your application, you will be issued with full particulars of employment.

Hours	Up to 10 hours per week, worked Thursday (11 am-2pm approx) and Friday (10.30am-3.30pm)-some flexibility will be required as the Buddy may be expected to start earlier or finish later for operational or traffic reasons.
Location	Bus Buddies will most often start their journey at the buses base (currently GodFirst Church).
Pay	TBC
Probation	Appointment is subject to a 3-month probationary period
Sick pay	TBC
Holidays	TBC
Training	Bus Buddies will undertake the Passenger Assistant Training Scheme (PATs) which includes passenger awareness and assistance and supervising people with special needs or disabilities. Further training opportunities will be offered where they will enhance our work
Uniform	Bus Buddies may be asked to wear an informal uniform of branded polo shirt/ fleece as well as ID at all times. High visibility vests and other Personal Protective Equipment will be issued as appropriate and must be worn. Bus Buddies are expected to look smart and presentable at all times
Criminal Record Disclosure	Bus Buddies are required to undergo an enhanced criminal record check from the Disclosure and Barring Service (“DBS”) but note that a criminal record will not necessarily be a bar to employment. CCP will cover this cost. This is in accordance with government guidelines, the DBS Code of Practice and CCP’s Recruitment of Ex-Offenders Policy