

**Community Minibus**

**Association (West Sussex)**

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Charity Registration No 1173818

Registered Charity Number 1173818



**January 2022**

**Role: Minibus Escort**

The Community Minibus Association was established in 1974 to provide rural transportation services for the benefit of West Sussex residents. As an all-volunteer organisation, we are proud to have been recognised by the Queen’s Award for Voluntary Service in 2016.

Operating as West Sussex Minibus, we offer affordable, membership-based minibus services for the community. Our Divisions are based in Ashington, Barnham, Billingshurst, Petworth, Pulborough, Steyning, Storrington and Wisborough Green, from which we run a fleet of 10 modern minibuses.

For individuals, we offer a convenient door to door service, providing both social and practical trips. Our service supports residents in the community to remain active, independent and socially connected.

Membership is also available to Not for Profit and Community Groups who can utilise our minibuses (as affiliate groups) to support their own organisation’s activities.

Our mission is to make a positive and lasting contribution to the West Sussex community and its’ residents.

**Our Structure**

We have 8 Divisions who manage their own local resources and activities. Each Division has its own management team, led by a designated local coordinator. The Divisions operate independently, but within the overall framework set out by the charity and with support from the centre.

The Trustees have overall oversight for the running of the charity, responsible for the management of the fleet, assisting the Divisions, alongside setting policy and procedures to ensure operational and financial integrity

**The Role**

Volunteer Escorts assist in the safe and efficient operations of trips. They are particularly responsible for ensuring the safety, comfort and enjoyment of passengers and for managing any monies collected on a trip.

A Volunteer Escort is typically associated with a single division (typically close to where they live). Some Escorts may opt to be available to multiple divisions, either on ‘stand-by’ or as a regular Escort.

The scheduling of trips and assigning of crew is Division and Affiliate specific. For each trip one driver and one bus escort are rostered, to enable the safe running of the service. Rostering will be based around Volunteer Crew trip preferences and availability.

Crew will be given the passenger list for each trip (typically the day before the trip), and the Volunteer Driver will plan the optimal route for pick-ups, travel to and from destination and drop-offs.

During and immediately after a trip the Volunteer Escort’s responsibilities include:

1. Working with the Driver, to promote a friendly, inclusive and pleasurable environment on the vehicle
2. Being familiar with the vehicle layout and passenger facilities, including emergency access and fire extinguisher location
3. At the beginning of the trip greeting each passenger at their door and assisting them as necessary to get to the vehicle, and ensuring is passenger is aware of any safety requirements
4. Working with the driver, ensuring the safe boarding and offboarding of passengers. This includes ensuring passengers are safely seated, seatbelts correctly fitted, and luggage / mobility aids are safely stowed
5. Collecting any monies (including fares, subscriptions, donations and potential other fees) from passengers and recording these according to local processes. Escorts should deduct and record any parking or other expenses and at the end of the trip pass on remaining monies and associated records according to local processes
6. Assisting the driver, when requested, in parking or manoeuvring the vehicle – this may involve stepping out of the vehicle and providing manoeuvring signals or directing other traffic.
7. At any destination ensuring each passenger is aware of the location and facilities, and aware of the time they should return to the vehicle. If necessary, provide a means whereby each passenger can contact the escort
8. At the end of the trip ensuring each passenger and all their possessions are safely returned to their door. If appropriate, Escorts should ensure each passenger has successfully gained entry to their residence before the vehicle departs.
9. Assisting the driver in the case of incidents involving the vehicle or passengers on the vehicle or at any destination, contacting roadside assistance or emergency services as appropriate
10. Notifying the Local Coordinator of any incidents, issues, concerns or suggestions regarding the trip, the passengers or the vehicle or any passenger feedback
11. Inform passengers of any up and coming trips and how they can secure a space on a trip, if interested

**Experience, Skills and Attributes**

A Bus Escort must bring the following experience, skills and attributes to the role:

* An enthusiastic and caring nature
* Responsive, friendly and positive demeanour
* Organisational skills
* A passion for supporting the local community and being part of a team

**Role Requirements**

* Physical ability to safely enter and exit the front cabin of our vehicle, using the high step up needed
* Physical ability to safely assist passengers with limited mobility to get to and from the vehicle and to get in and out of it
* Physical ability to assist in stowing passenger possessions including mobility aids

**What Will This Role Offer Me?**

As a Bus Escort, you will form part of the customer-facing team and will see first-hand how the service makes a real difference to the lives of residents. Not only will you be helping individuals combat loneliness and isolation, but you will be playing your part in ensuring the service thrives into the future. Alongside the benefits to the community is the chance to make new friendships and gain personal satisfaction from knowing you are making a real and positive difference in your local area.