

Name of position	Driver
Position purpose	To provide a safe, reliable and professional transport service for clients of South West Community Transport
Employed by	The Board of South West Community Transport
Accountable to	Executive Officer
Supervised by	Operations Manager
Specific Qualifications required (e.g. licence)	Minimum LR Licence
Award & Category (if relevant)	Employment as per Community Transport Industry (NSW) Multi Enterprise Agreement (MEA) Class 3
Employment	Casual
Hours of Employment	As required
Days of Employment and/or Volunteering per week	As required
Positions supervised by this Position	Nil
Delegations	Nil
Tenure	After successful completion of probation, ongoing, subject to satisfactory performance and continuation of available finances
Allowances Payable	KM Reimbursement as per the MEA

Duties of all team members

- To assist the organisation to provide a high quality service in compliance with all State and Commonwealth standards and guidelines as required by law, and comply with, all Policies & Procedures that impact upon your position including:
 - This Job Description;
 - Rights and Responsibilities of people we support;
 - Code of Behaviour and Confidentiality Agreement;
 - Work Health & Safety; and
 - Team member Performance Dispute & Grievance Procedures.
- Follow all Work Instructions, Safe Operating Procedures and other directions endorsed by the organisation
- To have input into the development and safe running of the service by:
 - Identifying service problem areas, suggesting improvements and assisting in the further development of policies and procedures;
 - Assisting in the development of workplans as required based on strategic plan;

- Assisting in the Identification of unmet needs;
- Promoting the service to people we support and the community;
- Keeping records and providing data & reports as required;
- Working under “Duty of Care” principles, exercising all reasonable care when working with people we support and other team members;
- Being mindful of safety and identifying and reporting any concerns for people’s wellbeing, incidents, hazards, emergency situations or maintenance required according to Work Health and Safety (WH & S) procedures;
- Ensuring knowledge of and compliance with any Safe Work Instructions that are relevant to your position;
- Attending training as requested; and
- Assisting in regular service evaluation.
- To assist the organisation to build a cohesive, constructive, happy and effective team by:
 - Assisting in the identification of the training and support you need to improve performance of your duties;
 - Participating in team member meetings, attending in-service training, supervision, workplace reviews and team member appraisals as required;
 - Keeping your supervisor informed of any problems that may arise in the performance of your duties;
 - Assisting in other duties while team members are on leave;
 - Supporting and working cooperatively with other team members including:
 - The training of other team members as directed;
 - Behaving in a professional, honest and ethical manner, respecting persons, place and property;
 - Passing on all relevant and appropriate information to other team members to ensure the service operates effectively; and
 - Undertaking your duties in a manner which enhances the well being of the team.
- Other duties as reasonably required

Specific Roles - Driver

- Retain appropriate level of driver’s licence required to fulfil duties be that in a car or bus
- Retain and provide medical report, driving report and other requirements as per the driver safety framework in place by Transport for NSW
- Ensure that at all times the number of passengers at any one time does not outnumber the legal carrying capacity of passengers
- At all times drive the vehicle in a manner that is safe, appropriate and within the requirements of the Roads and Maritime Services, Ministry of Transport

and any other legislative authority required as per the organisations legal requirements

- Follow directions and instructions provided on run sheets
- Contribute to ensuring that services run as close to schedule as possible
- Ensure all passengers travel comfortably and safely between destinations
- Provide assistance to passengers including the operation of wheelchair hoist and attachment of wheelchair restraint systems consistent with the safe functioning of the vehicle
- Provide assistance to clients accessing the vehicle and ensure safe delivery into the facility they are attending or to their own home, enhancing the door-to-door service offered by the organisation.
- Ensure general welfare of clients, including concerns or observations of deteriorating health issues need to be reported to the manager
- Where necessary ensure that carers and/or workers are in attendance at destination before departing.
- Assist carers on vehicles undertake their duties in a safe manner
- Implement Organisational vehicle maintenance and safety policies and procedures and take all necessary precautions to prevent damage to Service Vehicles
- Check vehicle, fuel, oil and water as per Organisational procedures and ensure the vehicle is left clean, tidy and refuelled for the next driver.
- Complete CTABS and data required by the organisation
- Responsible for the collection and correct recording of client contributions.
- Report informal client feedback both positive and negative .e.g ideas for improving service, comments on service not meeting needs.
- Complete documentation as required. This may include, but is not restricted to – time sheets, incident/accident report, hazard report, lost/found property report, workers compensation report, vehicle cleaning and maintenance report,
- Ensure all people we support have seatbelts fastened before undertaking transport
- Assist people with shopping or other baggage, including mobility aids, where necessary and when within the guidelines set down by the policies of the organisation;
- Provide assistance to people accessing the vehicle and ensure safe door-to-door service;

- Report back to the assessment team any concerns regarding the people well being or changes in their life circumstances on appropriate documentation;
- Implement Organisational vehicle maintenance and safety procedures and take all necessary precautions to prevent damage to service vehicles;
- Ensure all supplies in vehicles are complete and current and report to manager the usage of any supplies e.g. First Aid, Universal Precaution & Break down Kits, umbrellas, street directories, complaints/suggestion forms etc;
- Report all vehicle defects/concerns in writing to the Fleet Manager or Operations Manager
- Undertake vehicle orientation when required;
- Undertake training on the use of the hoist and the manner of restraining wheelchairs.
- Undertake training and be proficient in the use of all portable equipment that may be required to undertake your duties.
- Deliver service promotional material to relevant venues as requested.
- Undertake other duties as negotiated by manager

Skills Essential

- An understanding of issues relevant to people who are transport disadvantaged including people who are frail aged, younger people with disabilities and their carers
- An understanding of the Home Care Standards
- Ability to work as a constructive team member
- Demonstrated customer service experience including the ability to engage with a diverse range of people we support
- Demonstrated ability to manage time and meet deadlines
- Demonstrated conflict resolution and negotiation skills
- Demonstrated ability to engage with diverse communities
- Current LR (Minimum) drivers license and reliable vehicle
- Demonstrated high level verbal & communication skills
- Ability to take direction
- Ability to maintain confidentiality
- Demonstrated organisational, scheduling skills
- Demonstrated ability to be self-motivated and show initiative
- Demonstrated clean driving record
- Experience working with modified wheelchair accessible vehicles

- Demonstrated knowledge of all relevant legislation and RMS requirements for passenger vehicles
- Demonstrated knowledge of Work Health and Safety requirements with regard to transporting people we support

Skills Desirable

- Flexibility in tasks and work hours
- Previous experience working as community driver
- Previous experience in community work
- Knowledge of the Macarthur, Fairfield and Liverpool Local Government Area

Probationary Period

Five (5) months. Regular performance and supervision session will be held during this time.

An employee who has been engaged for a minimum 6 months are exempted from the probation period stated above.

Key Performance Indicators

These Key Performance Indicators will be used in your Annual Performance Appraisals

Key Performance Indicators - All team members
Other team members report team member is a valued asset to the service
Abides by Policies & Procedures
Makes suggestions for improvements in P & P
No reports of breaches in confidentiality
Reports potential hazards and complies with WH & S
Interacts with people we support and other team members in a professional appropriate manner
Actively participates in supervision
Attends and participates in training
Assists when other team members on leave
Drivers
Feedback on people we support routinely provided
Feedback documentation (access issues, complaints, suggestions etc) routinely completed and provided to managers
People we support report high level of satisfaction with assistance provided by driver
Driver encourages the independence of people we support
Driver complies with allocations and instructions
Driver ensures vehicles are maintained and left clean for next driver
Driver ensures people we support are safely transported (including storage of shopping, mobility aids etc)

Booking team member report willingness to engage and problem solve regarding allocation issues
Driver is polite and works effectively with other team members and people we support
Driver provides assistance/documentation as required
Driver routinely reports use of equipment/forms in vehicles to enable restocking
Driver is well presented at all time (uniform and ID Badge)
Driver is proficient in the use of all portable equipment required to undertake their role

I (name)
and understand the above Job Description

acknowledge

Signature

Date