

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Program Officer – Patient Transport	Department	Community Programs
Location	North Melbourne/Geelong, VIC	Direct/Indirect Reports	0
Reports to	Team Leader - Patient Transport	Date Revised	Jan 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0030033

### ■ Position Summary

Red Cross' Patient Transport service provides a free, volunteer run door-to-door transport service to assist vulnerable Victorians to attend essential medical appointments when patients are unable to manage transport through their own means. The service is currently delivered throughout 16 regions across metro Melbourne and regional Victoria. The service is delivered by a team of dedicated volunteers who, through a fleet of 31 cars, drive clients to and from their medical appointments.

The Patient Transport Program Officer is responsible for the effective delivery of both metro and regionally based Patient Transport service, including the recruitment, selection, training and ongoing support of volunteers. A key responsibility of this role is to ensure the volunteer convenors in the different geographical regions have the support, training and guidance needed to successfully manage their relevant service. Travel within Victoria to conduct volunteer meetings and training when required is essential to this role, and will sometimes include overnight stays.

As well as providing oversight of general departmental needs regarding transport and telephone support, the program officer is responsible for the continuous review of operational manuals and resources, training, policy and frameworks to ensure programs are operating according to relevant Red Cross guidelines, policies and funding requirements. The programs officer will also be required to work collaboratively with the broader team and community, including the participation in meetings and relevant community networks to establish and maintaining a positive engagement with relevant stakeholders and referring agencies. In particular, the program officer will be working with Aboriginal communities and people in accordance with the *Red Cross Reconciliation Action Plan*, to ensure the service is culturally safe and accessible to Aboriginal and Torres Strait Islander people.

### ■ Position Responsibilities

#### Key Responsibilities

- Oversee the day to day delivery of the Patient Transport Service in Victoria. These activities include receiving client referrals and coordinate and deliver on the recruitment, selection, training and ongoing support of volunteers and convenors
- Ensure both metro and regional service locations are run in accordance with the Patient Transport Operating Manual, and is appropriately supported by a volunteer convenor and a team of dedicated Patient Transport drivers (volunteers)
- Provide training, co design and advocacy opportunities for new and existing volunteers and assist the broader Patient Transport team with volunteer management, training and meetings when required

- Manage both metro and regionally based Patient Transport services (currently five services are assigned to this role but these may be subject to change and reallocation as required) but support additional services and locations when needed
- Oversee general departmental needs, including the review of operational manuals and resources, training, policy and frameworks to ensure programs are operating according to program guidelines, Red Cross policies and funding requirements
- Work collaboratively with the broader team and community, and participate in meetings and relevant community networks/events to establish and maintaining networks with relevant stakeholders and referring agencies
- Work with Victorian Aboriginal communities and people to ensure the service is and culturally safe and accessible to Aboriginal and Torres Strait Islander people
- Ensure the effective management and resolution of client and volunteer issues, grievances and complaints in line with Red Cross policies and frameworks
- Maintain accurate records of all volunteers, clients and transport details and assist in reporting requirements and evaluation of program effectiveness and on an ongoing basis
- Work with the Team Leader and broader team to identify and implement strategies to improve the service in line with the Red Cross Strategic Direction and best practice principles

## ■ Position Selection Criteria

### Technical Competencies

- Highly developed organisational, administrative and time management skills
- Experience in training, engaging and supporting volunteers and a sound knowledge and understanding of best practice volunteer engagement
- Understanding/knowledge of community development principles and practice in delivering community services
- Demonstrated experience in working within a team and with limited supervision
- Highly developed and demonstrated communication and interpersonal skills and passion in working with a team (staff and volunteers) from a range of different culturally and linguistically diverse backgrounds
- Experience in delivering and facilitating meetings and training sessions for a diverse audience
- Experience in/ability to follow and implement organisational policies and contractual/funder requirements relevant to the community services sector
- Understanding of client centred approach to service delivery
- Experience building and maintaining strong relationships with key stakeholders to develop and improve program delivery
- Demonstrated competency in/willingness to learn to use client databases, Microsoft Office and Outlook

### Qualifications/Licenses

- Relevant experience/qualifications in Community services or related fields (essential)
- Current Victorian driver's license (essential)

### Behavioural Capabilities

- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.

- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing change |** Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service |** Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters