

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Patient Transport Administration Volunteer	Department	Community Services
Location	Various locations across Victoria	Direct/Indirect Reports	Nil
Reports to	Program Officer Community Services	Date Revised	May 2016

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

The Patient Transport Administration Volunteer works collaboratively with the Convenor and the team to ensure effective delivery of the Patient Transport Service in accordance with the policy and procedural guidelines. Administration volunteers are responsible for receiving and assessing client referrals for transport and liaising with volunteers, clients and referring agencies.

■ Position Responsibilities

Key Responsibilities

- Answer phone enquiries from clients and referring agencies
- Process email referrals from referring agencies
- Enter data into an excel spreadsheet database
- Liaise with clients and volunteer drivers regarding bookings and pick up times
- Confirm appointments with clients
- Assess requests for transport in accordance with operational policy and procedural guidelines
- Create and distribute job sheets to drivers detailing all requirements
- Assist in banking and recording client donations
- Respect the privacy and confidentiality of clients
- Become familiar with the Patient Transport Service Operational Policy and Procedures Manual
- Inform prospective referring agencies about booking procedures and requirements
- Inform referring agencies and clients of alternative transport providers if unable to assist

■ Position Selection Criteria

Technical Competencies

- Interest in providing a humanitarian service and ability to work within the Fundamental Principles of the Red Cross Red Crescent Movement (being Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality)
- Ability and willingness to adhere to Red Cross and Patient Transport policies and procedures
- High level of customer service and communication skills
- Ability to work and contribute positively in a team environment
- A high level of computer literacy, including confidence using web-based email and the Microsoft Excel program
- Strong organisational skills
- Ability to maintain accurate written records
- Willingness to undertake further training if required
- Demonstrated reliability

Qualifications/Licences

- Successful completion of National Criminal History Check and the ability to positively contribute to child safe organisation, and adherence to Red Cross Child Protection Policies and Practices.

Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**

Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings

- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**

Demonstrates an understanding of the work of the domestic and international elements of the organisation | Understands and works within levels of authority and delegation | Understands and implements the policies and procedures of Red Cross | Understands the origins of the Movement and basic principles of International Humanitarian Law

■ 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 Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- 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