



## POSITION DESCRIPTION

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<b>Position Title:</b>	Bus driver / support worker
<b>Department:</b>	Day Centre
<b>Location:</b>	War Memorial Hospital
<b>Uniting Purpose:</b>	To inspire people, enliven communities & confront injustice
<b>Uniting Values:</b>	Imaginative, respectful, compassionate, bold

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<b>Classification:</b>	Motor Vehicle Driver 4651-6250Kg
<b>Vaccination risk category:</b>	A
<b>Award:</b>	Medically Supervised Injecting Centre (MSIC) and War Memorial Hospital (Waverley) (WMH) Health Service Employees Agreement 2016
<b>Employment status:</b>	Permanent full time
<b>Hours:</b>	38hrs per week

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<b>Position reports to:</b>	Day Centre Program and Transport Services Manager
<b>Position Supervises:</b>	N/A
<b>Key relationships:</b>	Day Centre Program & Transport Services Manager, Day Centre & Transport staff, WMH Outpatient staff, Uniting colleagues, clients, patients and their families and carers.

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## POSITION PURPOSE

The primary purpose of this position is to provide a safe and efficient transport service to patients who live in the local community who attend the hospital's outpatient clinics under the guidance of the Day Centre Program and Transport Services Manager. There is strong focus on customer service and teamwork, and this is consistent with WMH, SESLHD and Uniting policies, procedures and standards.

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**War Memorial Hospital**  
ABN 78722 539 923  
125 Birrell Street  
Waverley NSW 2024  
T 02 9369 0100  
F 02 9387 7018

## **POSITION OBJECTIVES**

- The bus driver is responsible for the safe transportation of patients attending outpatient treatment and therapy based groups in the hospital.
  - As required, driver is responsible for the safe transportation of clients attending the Day Centre Program for centre-based and community based activity programs.
  - The bus driver is responsible for the general basic vehicle maintenance and completing all required daily checks of the vehicle.
  - Responsible for the thorough cleaning of the allocated bus that includes maintaining a hazard free vehicle for clients/patients, staff and self.
  - Maintain accurate bus documentation which is to be submitted to the manager on a monthly basis.
  - As required, provide a courier service between Prince of Wales hospital, Sydney /Sydney Eye Hospital and War Memorial hospital for the safe transportation and handling of pharmaceutical supplies, patient files and hospital documentation, podiatry equipment and collection of occupational therapy loan equipment.
  - As required, carry out Fleet Management tasks as directed by the manager.
  - To provide a high level of customer service at all times.
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## **KEY RESPONSIBILITIES**

### **Financial management & awareness:**

- Displays an appropriate level of financial stewardship in the delivery of day to day duties as required.

### **Operational processes:**

- Drive a hospital motor vehicle in a safe and responsible manner and abide by all NSW road rules.
- As required, assist patients or clients in and out of their homes, and board and alight from the bus in a safe manner, including those in wheelchairs and those with dementia.
- Determine the best possible route for organising daily bus runs.
- Responsible for keeping accurate bus documentation such as completed running sheets, daily bus checklists and completed bus statistics to be handed in by the end of the month.
- Be responsible for daily thorough cleaning of the vehicle, i.e. mopping, wiping of highly touched areas by patients/clients, such as handrails, seats belts and seat handles.
- Demonstrate flexibility and the ability to work effectively within an ever changing healthcare environment.
- Work safely and in accordance with Uniting's WHS and Manual handling policies and procedures.
- Participate and comply with all quality management systems and processes.

### **Client management & engagement (internal & external stakeholders):**

- Communicate effectively in a culturally sensitive manner with clients, families and other health care professionals, including colleagues and other community agencies.
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.
- Display effective communication and interpersonal skills to support the provision of high quality clinical care.
- Actively engage in professional relationships with clients, carers, colleagues and other agencies.
- Demonstrate a commitment to assuring high standards and strive for a client centered care service.

**People management & teamwork:**

- Take part in staff meetings and be actively involved in discussions regarding patient or client care within scope of practice as appropriate.
  - Actively engage and participate in the company's performance management framework and performance review processes.
  - Act in a manner which upholds and positively models the organisation's Code of Ethical Behaviour.
  - Model the values of the Uniting Church of respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, passionately pursuing social justice and inclusion.
  - Take care for the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal).
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**KEY PERFORMANCE INDICATORS****Financial management & awareness:**

- Displays an appropriate level of financial stewardship in the delivery of day to day duties as required.

**Operational processes:**

- Ensure the safety and security of patients and staff within the bus and that all wheelchairs, equipment and mobility aids are properly secured.
- 100% of bus transport lists are checked prior to departure, for any cancellations or late additions, new clients or transport changes.
- Complete daily bus running sheets and safety bus inspection checklist, and report any defects to the Manager in a prompt manner.
- Maintain a high standard of cleanliness and hygiene by completing a daily vehicle cleaning at the end of the day as per cleaning checklist.
- Actively participate in operational huddle meetings in the morning to discuss, review and organise the smooth running of the day.
- Actively participate in staff meetings and client/patient group discussions as required.
- All clinical events and incidents are documented in accordance with SESLHD & Uniting War Memorial Hospital documentation standards.

**Client management & engagement (internal & external stakeholders):**

- Contribute to effective team dynamics and patient and stakeholder relationships.
- Facilitate delivery of an effective, flexible, innovative and integrated transport service.
- As required, liaise with patients and their families, other health professionals.
- Ensure all passenger concerns are documented and promptly reported and followed up.
- Ensure no unauthorised passengers are carried in the bus.

**People management and teamwork:**

- Evidence that positive outcomes are shared and celebrated.
  - Evidence of engagement with therapy staff across the campus.
  - Evidence of regular communication with staff, vision and mission statements for the program
  - 100% with up to date professional development plans and performance reviews.
-

## Work Health Safety and Welfare Requirements:

All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner taking all reasonable care for self and others, adhering to instructions, policies, procedures and training relating to work health, safety and wellbeing and using the equipment provided in accordance with safe operating procedures.

Where appropriate, staff will initiate and participate in worksite inspections, identify safety hazards, risks, concerns or incidents through accident reporting and investigations within required timeframes, develop safe work procedures and provide appropriate information, instruction, training and supervision.

- Incident rates monitored related to policy and procedure requirements or breaches.
- Evidence of training in relation to clinical service provision and policies and procedures.
- 100% compliance with mandatory training requirements.
- Incident and complaint response and turnaround times are within requirements.
- Escalation of issues identified in relation to resources and unit performance.
- Evidence that complaint causes are used to remodel service delivery.
- Evidence of Quality Improvement outcomes.
- Risk assessments are undertaken and documented.
- Reporting of incidents related to WHS and infection control.
- Monitoring of locally agreed Key Performance indicators.

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## PROFESSIONAL SKILLS AND KNOWLEDGE

### Skills & Experience:

- Previous experience driving 21 seater buses (i.e. Toyota Coaster bus automatic and manual).
- Previous experience transporting or providing care to older & vulnerable people and handling of people using a wheelchair.
- Ability to organise bus routes to maximise efficiency.
- Demonstrated ability to work as part of a team and autonomously.
- Demonstrated high level written and verbal communication skills, interpersonal skills, with the ability to communicate across all levels and departments, both within War Memorial Hospital, Uniting and with external stakeholders.
- Knowledge and understanding of Work Health Safety & Manual Handling principles.

### Qualifications:

- Current NSW Driving License Class LR or above
- First Aid Certificate (or willingness to work towards).

<b>Employee</b>		<b>Managers Name:</b>	
<b>Name:</b>		<b>Title</b>	
<b>Date:</b>		<b>Date:</b>	
<b>Signature:</b>		<b>Signature:</b>	

## JOB DEMANDS CHECKLIST

Job Title: Driver / support worker  
 Department: Day Centre & Transport  
 Assessor: Rod Escobar  
 Date of Assessment review: 17/11/2022

Service/Unit: War Memorial Hospital  
 Manager / Supervisor: Rod Escobar  
 Date of Assessment: 17/11/2021

### Definitions:

★ Denotes a critical requirement of the job

### Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL ★	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks				*		
	<b>Standing</b> Remaining standing without moving about to perform tasks	*					
	<b>Walking</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes			*			
	<b>Running</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes	*					
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks		*				
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks	*					
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks	*					
	<b>Squatting/Crouching</b> Adopting a squatting or crouching posture to perform tasks	*					
	<b>Crawling</b> Moving by crawling on knees & hands to perform tasks						*
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery				*		
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding		*				
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg					
		Moderate lifting & carrying – 10 – 15kg					
		Heavy lifting & carrying – 16kg and above					
	<b>Reaching</b> Arms fully extended forward or raised above shoulder	*					
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body		*				
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)	*					
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms		*				
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands			*			
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						*
	<b>Driving</b> Operating any motor powered vehicle				*		

CRITICAL ★	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen			*			
	<b>Hearing</b> Use of hearing is an integral part of work performance e.g. telephone enquiries			*			
	<b>Smell</b> Use of smell is an integral part of work performance e.g. working with chemicals						*
	<b>Taste</b> Use of taste is an integral part of work performance e.g. food preparation						*
	<b>Touch</b> Use of touch is an integral part of work performance			*			

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Distressed people</b> e.g. emergency or grief situations	*					
	<b>Aggressive &amp; uncooperative people</b> e.g. drug/alcohol, dementia, mental illness		*				
	<b>Unpredictable people</b> e.g. dementia, mental illness and head injuries			*			
	<b>Restraining</b> Involvement in physical containment of patients/clients						*
	<b>Exposure to distressing situations</b> e.g. child abuse, viewing dead/mutilated bodies						*

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	*					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						*
	<b>Fumes</b> Exposure to noxious or toxic fumes						*
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						*
	<b>Hazardous substances</b> e.g. dry chemicals, glues						*
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard	*					
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain	*					
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight		*				
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C	*					
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						*
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	*					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	*					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						*
	<b>Biological hazards</b> e.g. exposure to body fluids, bacteria, infectious diseases	*					

**Additional Position Requirements/Demands Summary:** From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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**Signature of Manager:** ..... **Date:** ..... / ..... /20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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**Signature of Employee:** ..... **Date:** ..... / ..... /20.....