

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Transport Scheduler	Department	Social Inclusion
Location	Adelaide Metro	Direct/Indirect Reports	Nil
Reports to	Operations Coordinator	Date Revised	Jun 2020
Industrial Instrument	SA Enterprise Bargaining Agreement		
Job Grade	JG3	Job Evaluation No:	HRC0017999

■ Position Summary

The primary responsibility of the role is to complete the day to day client trip scheduling for the Transport fleet using an online scheduling and dispatching system. This function must be completed within set timeframes ensuring clients are transported to their pre-determined destinations in the most efficient and effective manner. All work is delivered within the required service quality standards and program guidelines. The Scheduler also contributes to the daily operational activities as required as part of the Transport Team.

■ Position Responsibilities

Key Responsibilities

- Ensure the accurate scheduling of client trips through the fleet management software in an appropriate and timely manner and in the most effective method.
- Ensure last minute or on the day trip request are accurately dispatched to proper vehicle on the day.
- Address any client issues or scheduling concerns appropriately and in a timely manner
- Ensure Vehicle are maintained at regular intervals.
- Address any driver concerns appropriately.
- Ensuring at all times, that an approach of wellness and reablement is adopted when dealing with all Red Cross clients, to enable clients to move towards their individual goals that they have set as part of their approved service plans
- Assist with client service including general enquiries, trip bookings and confirmations
- Contribute to the daily running of the program area during periods of leave
- Manage critical incidents relating to volunteers or clients in accordance with Red Cross policy and reporting requirements
- Work effectively with volunteers on a daily basis to maintain continuity of service and provide leadership support to the team of volunteers together with other program staff
- Identify any operational concerns and work in conjunction with senior staff to remedy these
- Maintain accurate and timely records and service statistical data, for monthly reporting
- Maintain strong and effective working relationships to support the delivery of the program area
- Promote a proactive approach to the management of WHS issues in accordance with the Red Cross WHS policy.

■ Position Selection Criteria

Technical Competencies

- High level of logical thought processes which reflects in the quality of work
- Sound conceptual and analytical skills
- A high level of attention to detail is essential
- Proven highly developed organisational and time management skills
- Proven experience in managing an online scheduling database as well as dispatching
- Demonstrated ability to read maps and to apply that logic to scheduling client trips
- Excellent records management and general office administration
- Ability to work effectively as part of a team and autonomously
- Proficiency in online databases, Microsoft Suite and fleet management systems
- Well-developed written and verbal communication skills
- Understanding or experience of working with and supporting volunteers
- Experience working effectively in cross-cultural environments with people from culturally and linguistically diverse backgrounds.

Qualifications/Licenses

- Relevant qualifications, skills or experience within Logistics, Administration, or related fields
- Current Australian driver's license
- DCSI clearance for working with vulnerable persons is a requirement for this role.

Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback 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.

■ 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