



POSITION DESCRIPTION

POSITION TITLE:		Community Transport Driver			
POSITION NO:		704314	CLASSIFICATION:		Band 3
DIVISION:		Community Wellbeing			
BRANCH:		Aged & Disability Services			
UNIT:		Community Programs			
REPORTS TO:		Community Transport Team Leader			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

This position is required to provide evidence of COVID-19 double dose vaccination. We will work with individuals to assess their ability to meet this requirement on a case by case basis.

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

- To provide a Community Transport service for older people and people living with disability and their carers to reduce social isolation, promote independence and improve access to community facilities, recreational / leisure and social activities.
- Contribute to the development and achievement of Branch and Divisional goals particularly in the areas of improved customer service and service delivery.

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Aged & Disability Services Branch forms part of the Community Programs Division that contributes directly to the achievement of these organisational goals. The incumbent is required to pursue Branch and Unit goals through effective teamwork within the Branch and with colleagues in other Branches. The Branch aims to maximise the opportunity of older residents and people with disability and their carers to remain living independently at home and in the community.

POLICY CONTEXT

The provision of community care services for older people and people with disability is undergoing major reform. As of 1 July 2016, two significant elements of the reforms will commence in Yarra.

Commonwealth Home Support Program (CHSP)

The introduction of the CHSP, replacing the Home and Community Care (HACC) program, will see the establishment of the My Aged Care (MAC) system and new referral pathways for entry to community-based care services. This new approach will also see changes to Council's assessment and service provision functions across 2016 to 2022.

These reforms mean the incumbent will be supporting significant change within Council's aged and disability services. The scope of the Key Responsibilities Areas and Duties within this position description will need to be adjusted as the reforms progress.

Note: The position duties will be reviewed in light of the CHSP reforms

ORGANISATIONAL RELATIONSHIP

Position reports to:	Community Transport Team Leader ("CTTL")
Internal Relationships:	Coordinator Community Programs Community Transport Team Leader Community Engagement Officer Aged & Disability Services Branch Fleet Mechanic Out of School Hours Program staff
External Relationships:	Residents (meaning residents who are eligible / using the Community Transport service) Community Sector Organisations, Neighbourhood Houses Senior Hub Committees Older Persons Group

KEY RESPONSIBILITY AREAS AND DUTIES

Bus Driving & Transporting of Residents

- Drive the Community bus on behalf of Council, transporting eligible residents to and from community facilities, recreational activities and other outings as per scheduled times.
- Using the roster, plan the most appropriate trip route, in consultation with the CTTL.
- Provide support/assistance to residents using the Community Transport service, including assisting getting on /off the bus, ensuring seatbelts are fastened and assisting with personal support and mobility needs – and handling bags or mobility aids.
- Assist residents using wheelchairs or other mobility aids to access the service, including support from home to bus / bus to location.
- Adhere to the Aged & Disability Service - Community Transport policies and procedures, including emergency procedures, confidentiality and operational procedures.
- Observe and provide feedback on the general well-being of residents using the Community Transport service and to alert the CTTL of any concerns about residents using client feedback form.
- Support residents to remain independent by encouraging them to make choices and decisions and through maintaining respectful and considerate communications.
- Work with Willow view, Out of School Hours Program, Community Engagement Officer, Bus Jockeys, Delivered Meals Teams and Health Centres / Neighbourhood House representatives to ensure the Community Transport service supports these program activities effectively.
- Assist with other driving tasks as requested by CTTL when there are down times e.g.; during school holidays or end of year.

Administration

- Attend the Aged & Disability Services office when rostered on to receive referrals and messages. Utilise the communication diary to share information in relation to the provision of services.
- Attend and participate in appropriate training opportunities.
- Participate in team activities, team meetings, when appropriate.
- Assist in keeping the Community Transport rosters up to date by providing feedback to the CTTL on any changes.
- Communicate with CTTL and other Community Transport Drivers in resolving daily rostering changes or bus availability issues to maintain continuity of services.
- Assist with recreational and other outings for Clubs and groups by providing feedback from groups to the CTTL and organising the route / pick-ups with the Groups.
- Assist temporary drivers by imparting local knowledge of bus runs and transport routes.
Report any concerns or incidents relating to the conduct of the service or residents, and complete feedback forms and incident reports when necessary and with assistance of CTTL.

- Check /respond to emails, calendar invites, on-line learning, Performance Development Plans, incident reporting and compliance requirements e.g. police checks.
- Assist with other administrative tasks as requested by CTTL during downtimes e.g. during school holidays when driving rosters are affected.
- Support and participate in new service initiatives, e.g. Walk With Me, welfare pack deliveries and branch projects and events.

Maintenance

- Undertake a visual safety check of the bus prior to daily use and report any defects to CTTL or Council's Fleet Mechanic immediately.
- Undertake a visual check of the bus, prior to use and at the end of each day, and clean, remove any litter, waste or articles left on-board.
- Complete / record details in the Bus Logbook.
- Present the bus for external and internal cleaning at the nominated carwash as requested.

Multi-Skilling

The incumbent may be directed to carry out such other duties as are within the limits of his / her skills; competence and training provided such duties do not promote a narrowing of his / her skill base.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Community Transport Driver is directly accountable to the Community Transport Team Leader for undertaking the tasks and responsibilities of the Community Transport service to residents of the City of Yarra.

The Community Transport Driver is responsible for:

- transport of residents in a safe and reliable manner, in accordance with adopted work practices;
- adopting work practices that maintain timetable schedules;
- maintaining confidentiality and privacy of resident information;
- directing residents of the requirements of the Community Transport service where it relates to the safe and effective transport of residents on a day to day basis;
- helping residents where required to enable them to use the transport service;
- informing the CTTL of any problems experienced by residents using the service; and
- informing the CTTL or Fleet Mechanic immediately of any perceived mechanical problems with the bus.

Responsibilities are to be carried out within guidelines and the Community Transport roster.

Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.

Sustainability

- Embrace the following Sustaining Yarra principles through day to day work:
 - Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
 - Integrated Approach

Yarra Values

Behave according to the following values which underpin our efforts to build a service-based culture based on positive relationships with colleagues and the community:

- Accountability
- Respect
- Courage

JUDGEMENT AND DECISION MAKING

The work of this position is guided by the CTTL who provides direction and advice to the Driver. Drivers are required to exercise judgement and decision making relating to tasks and responsibilities on a day to day basis, but complex matters are referred to the CTTL.

Judgement and common-sense is required in making decisions, which generally relates to problems and issues that have been previously encountered, and / or where implementation of operational policies and procedures is required.

Drivers are required to observe residents and refer any concerns to the CTTL.

Guidance is always available.

SPECIALIST KNOWLEDGE AND SKILLS

- Excellent driving skills and driving record.
- Demonstrated understanding of manual handling techniques.
- Knowledge of restraint and tie-down systems used to secure materials on buses/vehicles. On-site training will be provided.
- Ability to assist with personal support.
- Knowledge of the issues facing older and people with disability in the community, including knowledge of recreation/leisure issues/extra services provided by Council.
- General knowledge of the range of aged and disability support services available in the community.
- Understanding of diversity issues for older people and people living with disability.
- Competent computer skills desirable.

MANAGEMENT SKILLS

- Ability to manage one's own workload and meet a daily timetable for transporting residents.
- Ability to develop a working relationship with a wide range of staff and people across Yarra.
- Ability to make decisions and be responsible for those residents that are being transported.

INTERPERSONAL SKILLS

- Ability to deal pleasantly, clearly and tactfully with diverse members of the public, service users, both face-to-face and over the telephone.
- Ability to relate to older and disabled residents in a manner sensitive to and respectful of their cultural background, individual needs, dignity and privacy.
- Ability to work across several program areas, e.g. FYCS and support a diverse group of staff and service users.
- Ability to contribute to and be a team player.
- Willingness to adopt flexible work practices to provide inclusive and safe work practices.

QUALIFICATIONS AND EXPERIENCE

- Current light rigid driving licence, which authorises the holder to drive a bus seating more than 12 passengers and up to 25 passengers.
- Light Rigid Licence and an excellent driver history from VicRoads. A copy must be provided to Council
- Previous experience working with older adults and people with disability.
- First Aid Certificate – Level 2 mandatory
- Trained in Safe Use of Hoists and other manual handling tasks required.
- Other additional specialist driving skills (medium, heavy licence or defensive driving) desirable.
- Completed Certificate 3 or 4 Aged and Disability Services or willing to undertake these studies, highly valued

KEY SELECTION CRITERIA

- Demonstrated understanding of and ability to relate well to older people, people with disability and people from diverse backgrounds.
- Ability to gain co-operation and assistance from internal and external clients and to seek creative solutions to a wide range of issues and concerns.
- Proven ability to work in a team environment and a commitment to working collaboratively and flexibly to improve service outcomes
- Ability to communicate risks, assess and balance priorities of tasks to deliver a safe service to clients
- Competent computer skills desirable.