

Position Description (Social and Community Services Level 1)

Our Mission: To share in the healing ministry of Jesus by providing professional community services to enhance the wellbeing of individuals and families.

POSITION TITLE	Transport Driver
SALARY SCALE	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Level 1
EMPLOYEE NAME	
HOURS PER FORTNIGHT	Min 20 hours per fortnight
LOCATION	Rockhampton
RESPONSIBLE TO	Senior Driver
APPROVAL DETAILS	Robert Sims Role: Director Date: 21 st May, 2019

PRIMARY OBJECTIVES

Transport Drivers provide operational support to under our Transport Services Team to support clients access a range of services to improve their overall health and wellbeing.

Transport drivers will provide services via our fleet of CentacareCQ vehicles – bus or car and are expected to maintain relevant driver accreditation and competencies to ensure the ongoing safety of clients. CentacareCQ provides services to a range of clients including frail aged, younger people with disabilities and their carers.

This position offers the opportunity for job diversity through project work where the person has the relevant skills, knowledge or qualifications to participate in.

MAIN CHARACTERISTICS OF THE POSITION (*from The Modern Award*)

As part of CentacareCQ's Community Care Team, this position works under close direction and undertakes routine activities which require the practical application of basic skills and techniques. Activities performed by employees at this level consist of clearly defined activities with outcomes being readily attainable and limited by standards and procedures. Employees will be responsible for the time management of their work and required to use basic numeracy, written and verbal communication skills.

MAIN RESPONSIBILITIES (*from The Modern Award*)

To contribute to the operational objective of the workplace, this position includes the following:

- Undertake routine activities of a clerical and/or support nature;
- Undertake straightforward operation of keyboard equipment including data input and word processing at a basic level;
- Provide routine information including general reception and telephonist duties;
- Apply established practices and procedures;
- Demonstrate preparedness and capacity to work effectively and appropriately with teams;
- Actively work towards the CentacareCQ mission and within its values framework;
- Deliver culturally appropriate services;
- Other duties and responsibilities from time to time that you are competent and trained to do.

ORGANISATIONAL RELATIONSHIPS

This position works under direct supervision of the Senior Driver (Rockhampton) or the Senior Support Worker(Bundaberg).

EXTENT OF AUTHORITY

In this position work outcomes are clearly monitored however employees have freedom to act limited by standards and guidelines. Solutions to problems are found in established procedures and instructions with assistance readily available.

SIGNING AUTHORITY

Capital Expenditure	\$0.00	Recurrent Expenditure	\$0.00
		Please refer to BU 20D_Purchase Signing Authority	
Approve Overtime	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Approve Timesheet	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Approve Leave	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Approve TOIL	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Change Employment Conditions for Line Managed Staff (increment increases, change in hours, etc)		<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE

Some or all of the following are needed to perform work at this level

- Developing knowledge of the workplace function and operation;
- Basic knowledge of administrative practices and procedures relevant to the workplace;
- Basic numeracy, written and verbal communication skills relevant to the work area;

Prerequisites

- I. Current C class drivers license (QLD) and
- II. A willingness to apply for and ability to maintain a Driver Authorisation license; and
- III. Ability to obtain and maintain relevant security clearances (Positive Notice Blue Card with Yellow Card Exemption, Satisfactory Australian Federal Police Check).

DUTIES OF THE ROLE

Mission, Vision & Values

- Support a positive culture within the Organisation in line with CentacareCQ Mission, Vision and Values;
- Participate actively in formation activities.

Day To Day Operations

- Ensure services are delivered in line with program guidelines and organisational policies and procedures.
- Complete a range of documentation as required including:
 - Daily Inspection Records;
 - Vehicle Defect Register;
 - Use of iPhone, iPad and Navman equipment;
 - Use of relevant Organisational systems including Riskman.
- Implement safe work practices when working with client walking aids including use of hoist.

Stakeholder Engagement

- The driving of individual or groups of clients and others to appropriate destinations for the purpose of shopping, attending appointments, participating in group activities or social events;
- Ensuring clients are collected and dropped off at their required destinations on time and as per their Care Plan;
- To assist clients with transfers on and off the bus;
- Promote CentacareCQ services.

Other Responsibilities

- Participate in regular line management and undertake professional development;
- Travel is required and work flexible hours to meet client need, including possible work outside of normal business hours;
- Maintain relevant competencies and driver accreditation.

Other Responsibilities

- Participate in regular line management;
- Undertake professional development;
- Comply with CentacareCQ's policies and procedures, as per the Quality System (including current Workplace Health and Safety legislation) and relevant legislation.

SIGNATURES

 Employee

 Line Manager

 Date

EMPLOYEE ROLE GUIDELINES (KPI)

Key Performance Indicators (KPI) must be consistent with the Duties of the Role. The number of KPI will vary with each position.

KEY PERFORMANCE INDICATOR	TARGET	ACCEPTABLE
KPI 1 Mission, Vision & Values		
Documented attendance at formation activities each year e.g. Attendance at the CentacareCQ Annual Conference.	Documented attendance at formation activities at least once per year.	Documented attendance at formation activities at least once per year.
KPI 2 Day to Day Operations		
Provide direct client services as per procedures.	Provide direct client services as per procedures.	Provide direct client services as per procedures.
Ensure data entry is completed within Organisation and funding guidelines timeframes	100% of data is entered AS Per Organisation procedures and timeframes	100% of data is entered AS Per Organisation procedures and timeframes
KPI 3 Staff Development		
Participate in relevant professional development and line management.	11 line management sessions per year, and undertake relevant professional development to perform the duties of the role.	8 line management sessions per year, and undertake relevant professional development to perform the duties of the role.
Complete personal program competencies	Complete core competencies by 12 week review and all competencies by 6 months probation. To be re done every two years of service	100% completed relevant program competencies within 6 months of commencement. To be re done every two years of service
Complete mandatory training per HR 104 Mandatory Training Including Site-Based Calendar with records updated in HR3	Completed in last 12 months	Completed in last 18 months

SIGNATURES

Employee

Line Manager

Date

COMPETENCY CHECKLIST

To be discussed during 6 week review (to ensure there are no key issues that may be a concern to achieve) with completion by probation for recommendation of end of probation.

Name: _____

Commencement Date: _____

PURPOSE OF ASSESSMENT:

To ensure staff are competent to carry out the duties of the role as listed in the position description by demonstrating correct working knowledge and work methods for the competencies. Staff must be evaluated as competent within the probation period. Where applicable, evidence must be provided e.g. CSnet data, training records, observation of pre and post outcome tools.

Heading	Competency <i>Mark critical competencies with an *</i>	Evaluation Method S = Supervision W = Written C = Case study V = Video role play	Document Evidence Observed	Assessment Result	
				Line Manager / Supervisor	Self
Mission & Values	1. Demonstrate the ability to work ethically and within CentacareCQ's Mission and framework. <i>Observations, concerns, previous experience noted</i>				
Client Engagement	2. The capacity to be client focused to resolve enquiries <i>Observations, concerns, previous experience noted.</i>				
	3. The capacity to build relationships with clients through trust, rapport and effective communication <i>Observations, concerns, previous experience noted.</i>				
Client Safety	4. Appropriate knowledge and capacity to respond appropriately to safety concerns including elder abuse and issues of harm <i>Observations, concerns, previous experience noted.</i>				
	5. Use of knowledge and skills for the benefit of the service user, the Organization, and the common good. <i>Observations, concerns, previous experience noted.</i>				

Professional Conduct & Capacity	6. Ability to conduct oneself appropriately and demonstrate appropriate boundary setting, time management and stress management skills. <i>Observations, concerns, previous experience noted</i>				
	7. Demonstrate the ability to work effectively in a team and constructively manage conflict in a timely manner. <i>Observations, concerns, previous experience noted</i>				
Quality Management	8. Demonstrate the ability to competently work in accordance with organisation and program policies and procedures including the ability to protect confidential, sensitive or commercially valuable workplace information and intellectual property. <i>Observations, concerns, previous experience noted</i>				
	9. Demonstrate a sound level of written and verbal communication <i>Observations, concerns, previous experience noted.</i>				
Cultural Diversity	10. Demonstrate sensitivity to the needs of people of different cultural backgrounds including responding appropriately to diversity in all its forms. <i>Observations, concerns, previous experience noted.</i>				
Professional Development	11. Demonstrate the ability to identify professional development needs and set appropriate goals to meet those needs (this includes completion of mandatory training items). <i>Observations, concerns, previous experience and evidence</i>				