

Position Description

Position Title:	Community Transport Driver
Reports to:	Service Delivery Manager
Direct Reports:	None
Classification:	Level 2 Point 4 under the SCHADS Award 2010
Status:	Part Time, Full Time or Casual
Reviewed	June 2018

About the organisation

Access Sydney Community Transport Ltd, (ASCT) is a Sydney-based not-for-profit organisation located in Ultimo. It specialises in the provision of transport services for the frail aged, younger people with disabilities and their carers who require accessible and affordable transport options.

Values

All employees/ contractors have a responsibility to behave in accordance with, the values of ASCT which are: Equity, Diversity, Responsiveness, Safety, Participation, Co-operation, Sustainability and Quality.

Purpose of the Position

All drivers employed by Access Sydney Community Transport are responsible for the provision of friendly, safe, punctual, reliable transport for customers of the service, who include frail older people, younger people with disabilities and other transport disadvantaged members of the community.

Drivers also have administrative and reporting responsibilities that are essential to the role and they are a critical part of the vehicle maintenance and overall safety management system.

Key Tasks & Responsibilities

Driving and customer care

- Transport Customers in accordance with the run-sheet and remain within a designated timetable.
- At all times drive the vehicle in a manner that is safe, appropriate and within the requirements of the Roads and Maritime Authority and Transport for NSW

- Be responsible for the welfare, comfort and safety of Customers from their home to their destination and return
- Provide courteous, tolerant, supportive and professional service to all passengers
- Assist Customers into and out of the vehicle and transfer Customers from wheelchair to vehicle seat within the WHS policies and guidelines
- Assist support workers from other community organisations with Customers when required. This may include assistance with activities and engagement with Customers at day centre activities.
- Ensure the safe stowage of all mobility aids and Customer luggage in cargo area
- Collect and submit all lost property to the designated staff member at the office
- Follow Access Sydney's procedures in relation to duty of care when a Customer does not appear to be home for a scheduled pick up.

Administration and Reporting

- Report all hazards, near misses, incidents and injuries on the driver's daily sheet
- Ensure drivers daily report sheet and timesheets are maintained and submitted after each shift
- Complete vehicle log sheets/tachograph each day and bring completed sheets into the office
- Report to the Scheduling coordinator any scheduling difficulties or issues and work cooperatively to resolve difficulties
- Collect and record fares from Customers and submit all monies to the office at the end of the shift

Vehicle Maintenance

- Ensure vehicle is clean both inside and out as per the Transport for NSW regulations.
- Ensure pre-departure vehicle checks are conducted and that the vehicle is safe to drive each day
- Follow breakdown and accident procedure
- Follow daily procedures regarding fuel and maintenance
- Report any issues where the vehicle or its equipment is not in sound working conditions.

WHS Responsibilities

- Take reasonable care of the health and safety of themselves and others
- Attend WHS Training and apply what is learnt in the work environment
- Participate in the development and review of safe procedures and comply with safe procedures.
- Comply with **no smoking** and **zero alcohol** policy always.
- Adhere to Driver Fatigue policy and ensure compliance with scheduled meal break
- Operate mobile phone within regulatory guidelines

Organisational Accountabilities

- Work as part of a team of drivers in the agency, supporting other drivers and participating in team meetings and team events
- Comply with relevant Acts, legal obligations, ethical standards and organisational policies and procedures
- Cooperate with the organisation in its compliance with Work Health and Safety (WHS) legislation, Attend training courses as required
- Provide input into evaluation and planning, especially in relation to trips and routes
- Uphold Privacy and Confidentiality
- Participate in the ASCT learning and performing together plan
- Other duties as directed by the Service Delivery Manager

Key Competencies

Qualifications and licensing

- Current driver's license
- Have a good driving history defined as:
 - No drinking offences within the last 3 years
 - Not lost their licence more than once in the past 8 years
 - No more than 2 of the same type of offence in the last 5 years
 - A minimum of 8 points remaining on current licence

All driving history shall be assessed, and Access Sydney reserves the right to reject applications for repetitive or highly dangerous offences.

- Current NSW drivers Authority (point to Point or NSW bus drivers)

Knowledge, Skills, Attitude

- Knowledge of the local geographical area (Inner City, South East and/or Inner West)
- Well-developed oral and interpersonal communication skills
- Ability to work independently and as part of a team
- Demonstrated ability to relate well to people of all backgrounds including frail older people, people with disabilities, people from culturally and linguistically diverse backgrounds and special needs groups.
- Ability to use initiative and problem-solve
- Sound time management skills
- Reasonable level of literacy and numeracy for reporting
- Understanding of social justice, access and equity and an appreciation of workplace diversity.

Physical Requirements

- Safely and effectively drive the nominated vehicle.
- Sound physical and mental health (Medical certificate may be requested).
- Ability to assist Customers in and out the vehicle
- Ability to safely lift mobility aids into cargo area of vehicle.
- Ability to undertake repetitive lifting of shopping bags, up to 16Kilos, often up flights of stairs.

Access Sydney is an EEO Employer

Criminal Record checks and Working with Children Checks will be required prior to commencement of employment. Medical checks may be required.

Relationships

With:

Purpose

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|---|---|
| 1. CEO | Interaction for receiving general direction and information (e.g. team meetings etc). |
| 2. Service Delivery Manager | Interaction for direct reporting |
| 3. Customer Assistants and Volunteers | Responsible for their support and supervision in the field |
| 4. Customer Service Representatives Scheduling Coordinator and Operations Assistant | Frequent, day to day, two-way communication regarding Customers and service delivery. |
| 5. Customers | Daily interaction with Customers is integral to providing high quality customer service. This includes friendly, considerate communication, understanding Customer needs and issues and responding appropriately to Customer enquiries. |
| 6. Fleet Officer | Communication regarding vehicle maintenance issues as needed |
| 7. Others (eg other Drivers, Finance and Administration) | Liaise with others to facilitate Access Sydney services as required |

Employee

Signature_____Date_____

CEO

Signature_____Date_____

This position description may be reviewed and /or amended in consultation with the Board of Management