

## Position Description

*Private and Confidential*

# Community Transport Service Officer

## The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill] and Translinc [Central West NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

**Our Purpose: Enabling the people in regional Australia to live their best lives.**

## Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

## The Position

<b>Position title:</b>	<b>Community Transport Service Officer</b>
<b>Location:</b>	Wollongong – School run
<b>Job Type:</b>	Casual
<b>Reports to:</b>	Coordinator/Team Leader
<b>Direct reports:</b>	Nil

## Service Description

LiveBetter Community Transport provides safe, comfortable and affordable transport for the frail aged, younger people with a disability, their carers and the transport disadvantaged. TNSW defines transport disadvantaged as being affected by specific circumstances that leave people with limited or no access to private transport and difficulty in accessing conventional transport. It also recognises that people living in isolated and remote communities are more likely to be part of this group.

## Key Position Responsibilities

The Community Transport Service Officers primary responsibility is to assist frail older persons, persons with a disability, younger persons with a disability and their carers and the transport disadvantaged to remain living longer in their own homes by providing a door to door transport service. The transport service being, affordable, caring and reliable and delivered with compassion and integrity. **Core responsibilities for this position include:**

- Provide assistance to customers accessing the vehicle and ensure safe delivery into the facility they are attending or to their own home, enhancing the door-to-door service offered.
- Provide transport for school aged children living with a disability to and from school each day.
- Assist customers with shopping, baggage and/or mobility aids ensuring compliance with the guidelines set down by policy and procedures.
- Use of technology including Electronic Tablets (run sheets, rosters & customer jobs will be accessed via a mobile Electronic Tablet in each vehicle), mobile smart phones and computers (to access emails).
- Ensuring designated schedules/routes are followed and customers are collected in a timely manner.
- Applying local community knowledge in day to day transport duties with back up by a GPS system if required.
- Completion of record sheets of passenger trips and data (both written & electronic) required by LiveBetter.
- Collection of monies from customers and issuing receipts, managing a till and balancing/counting monies received.
- Where necessary, ensure that carers and or workers are in attendance at destination before departing.
- Ensure the general welfare, comfort and safety of clients is maintained at all time.
- Implement organisational vehicle maintenance and safety procedures and take all necessary precautions to prevent damage to LiveBetter vehicles.
- Ensure vehicle supplies are maintained and current.
- Ensure vehicle maintenance is maintained according to LiveBetter policy and procedures.
- Assist to ensure that Service activities reflect LiveBetter objectives and priorities and are appropriate to the needs of the community.
- Uphold, maintain and adhere to LiveBetter standards in-line with the Code of Conduct and policies and procedures.
- Be a positive, willing, contributing and adaptable member of the team at all times.
- Additional, appropriate duties which may from time to time be required, allocated or directed.

## Risk

All staff must be aware of operational and business risks. They should:

- Provide input into various risk management activities assist in identifying risks and controls.
- Report all emerging risks, issues and incidents to their manager or appropriate officer.

## Person Specification

### Essential

- Excellent communication skills along with the ability to be compassionate and patient.
- Proven safe driving record.
- Ability to work effectively in a team environment as well as independently, whilst enjoying a degree of responsibility in your position.
- Sound time management and organisational skills allowing you to run on time and follow a designated schedule.
- Ability and willingness to use technology such as smart phones, electronic tablets and computer programs.
- Basic administrative skills allowing you to complete documentation, collect money & issue receipts.
- Current Australian Drivers Licence

### Desirable

- Experience in dealing with persons who are frail, aged and/or disabled.
- Current First Aid certificate.
- Previous experience in similar roles such as a Community Service/Transport Driver or Passenger Vehicle Driver is not essential but would be highly regarded.

### Other requirements

1. Pass a Police Check, Working with Children Check and a pre-employment medical assessment (including drug and alcohol screening).
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.

## Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			