

Position Description

Community Transport Officer

Context

THE AGENCY

ADEC

ADEC is a state-wide Victorian organisation assisting people with disability, their families and carers from diverse cultural backgrounds. ADEC's philosophy is empowerment of people with disability and their full inclusion in the broader society. Equality is the over-riding principle, bridging is the method and advocacy is the tool to achieve a common goal.

Vision

Our Vision is for ADEC to be recognised as a leading provider of disability and aged care services in Victoria.

Mission

The Mission of ADEC is to provide equal access to high quality disability and aged care services for all members of the Victorian Community.

THE CLIENT SERVICES DEPARTMENT

The Client Services Department delivers core support to ADEC participants, their carers and families who require community access through the Specialist Service Support, Flexible Service Response, and Community Transport programs; and home and community supports through the Aged Care and NDIS Support programs.

Position

ROLE

The role of the Community Transport Officer is to ensure the efficient delivery of community transport services and activities to support eligible ADEC clients as defined by the CHSP funding guidelines.

DUTIES

Develop and coordinate the community transport service, ensuring its operation is efficient, effective, safe and meets all of ADEC and CHSP requirements.

Meet annual service output targets and ensure achievement of agreed targets.

Oversee the daily tasks of the program.

Regularly review and evaluate the service, including passenger satisfaction levels and implement improvements/new services as required.

Ensure fleet vehicles are fit for purpose including cleanliness, well maintained and mechanically sound.

Develop and manage work plans, rosters and passenger lists to ensure the smooth operation of the service.

Coordinate bookings for Charter and internal bus/car transport services, including internal and external reporting requirements.

Maintain data collection systems and submit data and information reports as required.

Assist in the induction of new drivers and the continuous development of existing drivers ensuring they are equipped to perform their duties to the standard required.

Participate in all audit processes as required.

Other duties as directed by the Client Services Manager.

RESPONSIBILITIES

Operate within budget and resource constraints, monitoring and reporting as required by the Client Services Manager.

Increase community awareness of the services available.

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Promote better practice in service delivery to ADEC clients to meet the needs of diverse communities and the individuals within them.

Establish and maintain a working relationship with related service providers.

Adhere to the ADEC policies and procedures.

KEY PERFORMANCE INDICATORS

The Community Transport Officer's performance will be measured against the following criteria:

- Attainment of target outcomes set by the funding authority.
- Accurate and timely submission of data collection and other reports.
- Maintenance of records in accordance with ADEC procedures.
- Client satisfaction with supports provided by ADEC.

KEY SELECTION CRITERIA

Essential

A clear understanding of diversity issues as they relate to individuals and their engagement with community transport services.

Experience of direct service provision within a Service Coordination context, including the key elements of initial contact, initial needs identification, assessment, transport planning and service coordination tool Templates.

Sound knowledge of the Passenger Transport Act, legislation, and current issues associated with community transport is essential.

Knowledge of Commonwealth Home Support Service guidelines and Local Government.

Sound knowledge of services and resources relevant to target group.

Awareness of other relevant legislation such as the Work Health & Safety Act, policies and regulations.

Demonstrated ability to deal sensitively and diplomatically with a diverse range of individuals and service providers, to advocate on behalf of clients, and to empower people to self-advocate.

Demonstrate a high level of written and oral communication skills.

Demonstrated capacity to effectively communicate and promote ADEC's values, including discretion and confidentiality.

Excellent time management skills.

The use of electronic referral and care planning systems and electronic service directories.

Hold a valid and current licence to drive a motor vehicle, issued by the appropriate authority in the jurisdiction in which the holder will drive, and appropriate to the type of vehicle to be driven.

Desirable

Certificate III in HACC.

Previous experience in a comparable position.

Previous experience of working with individuals from ethnic communities.

Previous experience of working with people with disability.

Employment Terms and Conditions

AWARD AND CLASSIFICATION

All ADEC employees are employed under the terms, conditions and entitlements of the Modern Award – Social, Community, Home Care and Disability Services Industry Award 2010 (the Award); and the National Employment Standards (NES).

The classification for this position is Level 3. The terms of employment for any new employee appointed to this position will be stated in a formal Employment Contract.

ADEC EMPLOYMENT REQUIREMENTS

All ADEC employees:

- Are required to sign an Employment Contract.

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- Are required to sign a Code of Conduct and a Statutory Declaration.
- Are required to declare any pre-existing medical conditions or injuries that might bear on their ability to perform their role.
- May be required to undergo a pre-employment medical check.
- Must be prepared to work in outlying ADEC sites as required by their program manager or coordinator.
- Must undertake a satisfactory NDIS Worker Screening Check, and have (or be able to obtain) a Working with Children Card.
- Are subject to a dress code, which is smart casual or to the appropriate professional standard.
- Will be expected to display official ADEC photo identification while working or on ADEC business.