

Position Description

Community Bus Driver



Position Details

Position Title	Community Bus Driver
Position Number	704314
Classification	Band 3
Division	Community Strengthening
Branch	Ageing, Equity and Community Development
Unit	Senior Support Services
Reports To	Community Transport Lead
Employment Essentials	<ul style="list-style-type: none">• Working with Children Check• Victorian Drivers Licence• National Police Check• Pre-Employment medical• Aged Care Worker Banning Order Check

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 Islander peoples, 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.

At Yarra Every Job is a Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

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 Community Strengthening Division promotes and enhances community wellbeing through funding programs, service provision and community partnerships. Services include maternal and child health, family support, youth services, aged and disability services, arts and cultural development, library services, family and children's services, social policy and venues and events.

The Division is committed to achieving the organisational goals outlined in the Council Plan, to increase community participation through five broad approaches:

1. Understanding local issues and opportunities

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2. Developing and implementing key plans and strategies
3. Building partnerships and projects
4. Advocacy from a human rights-based approach
5. Supporting and enhancing community participation

The Community Bus Driver is part of the Ageing, Equity and Community Development Branch within the Community Strengthening Division. The Branch delivers a mix of direct services, community development, and strategic policy work, including social research, planning and advocacy. It leads programs and initiatives that promote community health, safety and wellbeing; support healthy ageing and inclusion for people with disabilities; build confidence, capacity and resilience in diverse communities; and assist under-resourced groups facing systemic barriers and social injustice. Programs are delivered in collaboration with community, service providers and other levels of government to ensure outcomes are person-centred, evidence-based and equitable.

The Ageing Equity & Community Development Branch forms part of the Community Strengthening Division. As a member of the Branch team, the incumbent is required to pursue Branch and Divisional goals through effective teamwork within the Division and through the development of excellent working relationships with a range of external and internal parties.

The Ageing, Equity and Community Development (AECD) Branch is responsible for services, support, community engagement with residents in City of Yarra.

Position reports to: Community Transport Lead

Reporting to this Position: Nil

Internal Relationships: Coordinator Community Programs
Business Support Officer – Community Transport and Willowview
Community Transport Drivers
Senior Support Services Unit
Fleet Lead

External Relationships: Residents (primarily residents who are eligible / using the Community Transport service)
Local community organisations
Neighbourhood Houses
Senior Hub Committees
Older Persons Groups

Position Overview

The Community Transport Driver will:

- Provide safe, reliable and supportive community transport services to older people and people living with disability to support independence, wellbeing and community connection.
- Assist residents to access social support programs, community activities, shopping and other essential services, while providing practical support with mobility and transport needs.
- Build respectful and positive relationships with residents, monitor and report wellbeing concerns where appropriate, and contribute to a person-centred service experience.

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- Work collaboratively within the Senior Support Services Unit and broader Ageing, Equity and Community Development Branch to support safe, efficient and responsive service delivery in line with Council and Commonwealth Home Support Program (CHSP) requirements.

Key Responsibilities

All Yarra employees:

Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Councils activities.

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 Community Transport Lead.
- 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 Senior Support Services - 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 Community Transport Lead 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 Willowview, Community Engagement Officer, Bus Jockeys, Food Services Team 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 Community Transport Lead when there are down times e.g.; during school holidays or end of year.

Administration

- Attend the 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, team activities and meetings.
- Assist in keeping the Community Transport rosters up to date by providing feedback to the Community Transport Lead and the Business Support officer on any changes.
- Communicate with Community Transport Lead and other Community Transport Drivers in resolving daily rostering changes or bus availability issues to maintain continuity of service.
- Assist with recreational and other outings for Clubs and groups by providing feedback from groups to the Community Transport Lead 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 Community Transport Lead.
- 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 Community Transport Lead during downtimes e.g. during school holidays when driving rosters are affected.
- Support and participate in new service initiatives, e.g. branch projects and events.

Maintenance

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- Undertake a daily safety check of the bus prior to use and report any defects to Community Transport Lead or Council's Fleet Lead 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 Bus Safety checklist prior to using the bus.
- Complete / record details in the Bus Logbook.
- Present the bus for external and internal cleaning at the nominated carwash as requested.

Other

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

Accountability and Extent of Authority

1. Works under general supervision.
2. May involve explanations to public or other employees.
3. May supervise and coordinate other employees.
4. Accountable for quality, quantity and timeliness of own work.

Judgement and Decision Making

1. Procedures are well understood and clearly documented, but the work is usually specialised.
2. Requires personal judgement.
3. Selection from a range of techniques, systems, etc.

Management Skills

1. Some are at the "work face", others involve first line supervision.
2. Provide on-the-job training and guidance.
3. Must have a basic knowledge of Human Resources (HR) practices.

Interpersonal Skills

1. Will require oral and written communication skills with clients, other employees and the public – and in the resolution of minor problems.

Risk and Safety Requirements

1. Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
2. Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
3. Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures to meet this commitment.

Specialist Skills and Knowledge

- Excellent driving skills and driving record.
- Demonstrated understanding of manual handling techniques.

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- Knowledge of the use of wheelchair restraints and tie-down used to secure materials on buses/vehicles. On-site training will be provided.
- Ability to assist residents with personal support on/off the bus.
- 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.

Qualifications and Experience

1. Trade certificate or equivalent, or commensurate knowledge and skills gained through on-the-job training.
- Current light rigid driving licence or higher, which authorises the holder to drive a bus seating more than 12 passengers.
 - An excellent driver history from VicRoads. A copy must be provided to Council.
 - Hold a current Commercial Passenger Vehicle Driver Accreditation.
 - Previous experience working with older adults and people with disability.
 - First Aid Certificate – Level 2 mandatory.
 - Trained in Safe Use of Wheelchair lifts 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

1. Ability to work respectfully and effectively with older people, people living with disability, and diverse communities.
2. Ability to provide safe, reliable and customer-focused community transport services, including assisting people with mobility needs.
3. Well-developed communication and interpersonal skills, with the ability to build positive relationships and work collaboratively in a team environment.
4. Ability to work independently, manage time effectively, follow schedules and respond flexibly to changing operational needs.
5. Understanding of workplace health and safety responsibilities, including safe manual handling, safe vehicle operation and basic administrative/computer skills.