

## POSITION DESCRIPTION

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Travellers Aid is committed to enabling individuals of all abilities to connect to people and place. Our vision is a society where people with mobility challenges are treated with dignity and respect, being able to lead full and rich lives with confidence and we aim to achieve this by empowering people with travel related challenges to connect, engage and participate.

We are an equal opportunity employer and take pride in the diversity of our team which reflects the community in which we are part of and serve. Applications from people with disability and of Aboriginal and Torres Strait Islander descent are encouraged.

**Position Title:** Mobility Assistant  
**Function:** Operations  
**Reports to:** Services Development Manager (Direct)  
**Direct Reports:** N/A

**Employment Conditions:** Band 1  
**Employment Type:** Casual, Permanent Part-time (if applicable)  
**Probationary Period:** 6 months  
**Hours of Work:** In accordance with the specific program, site or event

### Role Overview

Mobility Assistants are responsible for assisting travellers with a range of both permanent and temporary disabilities, injuries and health issues. Our Mobility Assistants support service users with one or a combination of personal guidance, power assist/manual wheelchair, buggy service, minivan and/or trio bike, as well as providing general travel information and promotion of Travellers Aid services.

Assistance may be provided at locations in Melbourne and regional Victoria including public transport hubs, Melbourne Airport and varied events in accordance with agreements between Travellers Aid and our partners.



## **Section 1. Skills and experience required to meet position objectives:**

### **Essential**

- Culturally aware and sensitive to the needs and different perspectives of people from diverse cultures.
- Physically able to perform the duties as required.
- Demonstrated customer service experience.
- An ability to identify issues and demonstrated problem solving skills.
- Superior people skills including an ability to stay calm under pressure and willingness and ability to resolve disputes.
- Quick learner with a highly flexible approach to adjusting to changing needs and requirements.
- Enthusiastic and positive can-do attitude.

### **Desirable**

- Experience working in the non-for-profit sector.
- Experience working with people with disabilities, older people and people from diverse backgrounds.

### **Pre-Employment Checks**

- Visa entitlement to work in Australia.
- Current Victorian Drivers License (if applicable).

The following requirements will need to be undertaken prior to commencement of employment:

- Working with Children Check
- National Police Check
- International Police Check (if applicable)
- Disability Awareness Training
- Introduction to Privacy Training
- Additional training as required by Travellers Aid or our partner organisations.

### **Inherent physical requirements**

Where required, physically able to perform duties including:

- Walking and standing for extended periods.
- Outdoor work in a variety of climates.
- Manual handling tasks within Work, Health and Safety (WHS) requirements such as lifting of baggage, assisting clients to get in and out of the wheelchair or onto the buggy.

- Driving a motorised vehicle relevant to role e.g. buggy and/or minivan.

## **Section 2. Areas of Accountability**

### **Responsibilities**

#### **Service Outputs**

- Provide connection assistance – ambulatory or use of mobility equipment by using correct manual handling techniques.
- Demonstrate duty of care.
- Assist Travellers Aid to reach its charter by offering the highest quality assistance and customer service to all service users at all times.
- Assist Travellers Aid service users to gain confidence and build resilience to enable them to participate and remain engaged in the community.
- Provide feedback and bring forward solutions to service delivery.
- Assist Travellers Aid's record keeping requirements by collecting data as requested.

#### **Culture of Travellers Aid**

- Promote and encourage personal growth and effective communication.
- Understand, support, and live the policies and procedures of the organisation.
- Ensure that own behaviour and that of others is in line with Travellers Aid values and behaviours.

#### **Continuous Improvement**

- Actively participate in and contribute to continuous improvement activities and support their implementation in the relevant areas.

#### **Occupational Health and Safety**

- Ensure own behaviour and that of others is in line with all safety requirements.
- Work outdoors with exposure to solar ultraviolet (UV) radiation, wet weather and other extreme weather conditions and crowded, sometimes noisy environments.
- Be fully aware of occupational health and safety matters and expectations and raise health and safety risks as soon as becoming aware of them.
- Ensure appropriate near miss and incident reporting and follow-up as required.

**Note: Travellers Aid Australia has a Zero Drug and Alcohol tolerance for employees whilst undertaking employment tasks.**

### **Section 3. What attributes do we recruit for?**

**Respect:** Consistently acts with honesty and respect in line with TA values; Demonstrate respect for others by giving them authentic positive attention, listening with positive attention, acknowledging them as fellow human beings, and providing appropriate recognition.

**Empathy (sensitive / empathetic):** Having the ability to sense others' feelings and how they see things. The ability to take an active interest in their concerns and picking up on cues to what is being felt and thought. Listen attentively to understand the other person's point of view, and what they are experiencing.

**End User Focus:** Focusing efforts on discovering the needs of customers/clients and working to achieve customer satisfaction. Understanding the critical importance of delivering to the end user and the importance of service values and the link between job objectives/tasks and the customer.

**Interpersonal / Engaging:** The demonstrated skill to understand, interpret, respond to and predict individuals' concerns, motives, feelings and behaviours and to recognise strengths and limitations in others in the effort to get tasks done.

**Flexible and Adaptable in dealing with others:** The ability and willingness to modify own behaviour to reach a goal.

**Deal with difficult situations (Calm under pressure):** The ability to work well under pressure and diffuse tense situations and work towards a sound resolution.; The strength to remain calm in difficult situations and support others in working through challenges.

**Problem Solving:** The talent to ask the right questions and understand what a problem is and what needs to be done about it to rectify the problem. The maturity to take personal accountability in following through to ensure the problem is solved.

**Works Independently / Unsupervised:** The responsibility to set and complete tasks, personal development and seek support if necessary. The autonomy to monitor own progress and outcomes.

**Strong verbal communication:** The expertise to communicate clearly, effectively, professionally and appropriately to all stakeholder and actively listen and encourage others to do the same.

**Willingness to learn:** The willingness and ability to continually learn and update one's knowledge in an environment that is busy, yet process driven and structured. Motivation to seek information and to apply this knowledge on the job. The desire to share knowledge and learnings appropriately.

**Teamwork:** An intention to work co-operatively with others, to be part of a team, as opposed to working separately or competitively. Understands how own work impacts on others in the organisation and ensures quality standards are met and delivered consistently.

### **What do we stand for?**

**Respect** for the **individual** is at the heart of what we do.

We empower people by providing **choice, independence** and **freedom** to travel.

We **enhance** people's capacity to be their best and live life to the fullest.

We are **nimble** and **responsive** to changing needs.

We are **compassionate** to the challenges faced by others.

I have read this document and agree to undertake the duties and responsibilities as listed above to the best of my abilities and skills. I also acknowledge this profile is only an indicative indication of task and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.

### **INCUMBENT SIGNATURE:**

Name: \_\_\_\_\_