

Position information

Position Title:	Community Transport Driver
Classification:	Band 3
Reports to:	Social Activities and Community Transport Team Leader
Division:	Community and Customer Experience
Department:	Community Care

Our strategic context

Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

Position Purpose

To assist frail older people, people with disabilities and their carers with transport to allow them to participate in social and community activities for as long as they wish and are able to do so.

Position - Responsibilities

Responsibility	Outcomes
Transport clients in the community bus to and from community amenities, activity programs and on bus outings. Advise all changes to scheduled transport runs as soon as they are known, including alterations to passenger lists and delays in	• Client isolation is reduced and connection to the community is encouraged • Clients are transported in accordance with rosters • Passenger list records reflect actual passengers on each trip • Client safety is maximised and transport conducted in accordance with Victorian road laws

scheduled departures and returns. Passenger safety procedures are implemented, and Victorian Road Laws are followed. Maintain and monitor the external/internal cleanliness of vehicles and immediately report any identified mechanical or maintenance needs observed.	Vehicle safety and cleanliness are maintained to the highest possible level.
Contribute to the efficient running of the Social Support Program. Provide input into service operations, including the development and implementation of rosters, scheduling of passenger lists and researching suitable bus outing destinations.	- Outing destinations are suitable for older residents - High level of client satisfaction with the relationship established with staff - Relationship with team members is positive - Confidentiality regarding client information is maintained
Assist with community and centre-based activity programs when not driving.	Time at work is productive and value adds to programs and activities
Monitor the ongoing health and well-being of clients and their carers and report concerns or observations.	- Clients have access to needed services and assistance - Client independence is maximised

Position - Organisational Relationships

Key Internal Contacts:

Aged and Disability Services staff and other Council staff

Key External Contacts:

Clients and family members
Members of the general public

Position - Delegations

Financial Delegations: As per Financial delegations

HR Delegations: As per People and Position delegations

Position – Skills and Competencies

Accountability and Extent of Authority	• Under the direction of the Social Activities and Community Transport Team Leader and within relevant legislation and the policies and procedures of the Council, the Community Transport Driver is responsible for the safe transport of passengers on a community bus in accordance with an approved roster • Support clients participating in activities.
Judgement and Decision Making	• The Community Transport Driver is responsible for making routine operational decisions, based on established policies and guidelines and utilising previous experience and training • Guidance and advice is always available.
Interpersonal Skills	• Ability to work independently and as part of a team. • Excellent verbal communication and observation/monitoring skills. • Ability to record monitoring feedback and other routine written information • Empathy and understanding toward frail older people and people with a disability. • Ability to maintain client and carer confidentiality. • Flexibility in work practices to adapt to the individual client needs.
Qualifications and Experience	• A current Victorian driver's licence is mandatory. • Certificate 111 in Individual Support or equivalent would be well regarded. • Experience driving buses or other large vehicles. • Current First Aid Certificate or willingness to obtain this. • Satisfactory completion of a pre-employment criminal history check and ongoing checks every three (3) years.

	• Satisfactory completion of a driving assessment and ongoing driving assessment every two years.
Specialist Skills and Knowledge	• An understanding of the needs and issues affecting older people, people with disabilities and their carers. • Ability to use a hoist to transfer passengers in wheelchairs on and off the bus or willingness to learn this.
Management Skills	• Ability to manage time and plan and organise one's own work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.

What we are all responsible for



Values and Behaviours

- Embrace and live the shared values of Bayside City Council: Respect Each Other, Own It, Work Together, Find Better Ways.
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.



Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.

- We are able to achieve our strategic goals.



Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.



Workplace Health, Safety and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

Bayside City Council proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respects to their Elders past, present and emerging.