

## POSITION DESCRIPTION – Community Transport Driver

**STATUS:** Casual

**REPORTS TO:** Transport Coordinator

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### PRIMARY PURPOSE

To provide transportation services to eligible members of the community who are transport disadvantaged.

### KEY RESPONSIBILITIES

#### Client Services

- Provide exceptional customer service and demonstrate a caring, friendly attitude towards clients and family members travelling with them.
- Respond to client requests for direct transport assistance by picking up and dropping off clients at designated locations
- Escort clients to their destination and provided safe entry to their home or place of residence
- Provide prompt response to changes in direct transport arrangements
- Assist clients with shopping or other baggage, including mobility aids where necessary, and when within the guidelines set down by the organisation
- Identify ongoing client needs and make recommendations to the Transport Coordinator for consideration

#### Financial

- Collect and process client payments

#### Administration

- Record and maintain Trip data using the *Trips App* on the mobile device supplied
- Update the Trip manifest with any changes using the *Trips App*
- Assist in the maintenance of an accurate and current client database
- Review and assist in the development of relevant procedures relevant to ICS Community Transport
- Attend and participate in supervision meetings, team meetings and external meetings as directed
- Undertake office duties and promotional activities as required

## Work Health & Safety

- Drive vehicles in a manner that is safe, appropriate and within the requirements of:
  - NSW Roads and Maritime
  - Transport for NSW
  - Point to Point Commission
  - Any other legislative authority as per the organisation's legal requirements
- Implement organisational vehicle maintenance and safety procedures, using the *Trips App* and relevant printed documentation
- Operate vehicle modifications eg: wheelchair hoist, in a safe manner as per operating procedures
- Complete regular vehicle cleaning (both internal & external)
- Maintain appropriate level of RMS licence required to fulfil duties
- Complete WHS documentation as required eg incident reports
- Report immediately any WHS matters as they arise to the Transport Coordinator

## Training and Development

- Participate in online and face-to-face training relevant to the role
- Attend professional development activities as directed
- Maintain industry knowledge and keep up to date with industry trends

## General

- Promote the service in a positive manner
- Recommend continuous improvement opportunities to the Transport Coordinator
- Participate in the organisational planning process
- Develop and maintain cooperative working relationships and networks with other ICS services
- Maintain a high degree of client confidentiality
- Other duties as directed by the Transport Coordinator

I have read and accept the duties outlined for the role of Community Transport Casual Driver.

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

Signature: \_\_\_\_\_

Date: \_\_\_\_\_