

Melton City Council

# Community Bus Driver

Position Description

PD: 00048

A vibrant, safe and liveable  
City accessible to all

## 1. Position details

Position Title	Community Bus Driver
Directorate	City Life
Business Unit	Community Care & Active Living
Position Classification	Band 3
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

## 2. Organisational relationships

Reports to	Community Transport Supervisor
Supervises	Nil
Internal liaisons	<ul style="list-style-type: none"><li>• Community Care &amp; Active Living Staff</li><li>• All relevant council departments</li></ul>
External liaisons	<ul style="list-style-type: none"><li>• Seniors Groups</li><li>• Clients their families and carers</li><li>• Hospitals and Medical staff</li><li>• Mechanical and Repair Contractors and businesses</li></ul>

## 3. Our Organisation

### 1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

### 2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

### 3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

### 4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.



## 5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

## 4. Position objectives

- Provide older people and people with a disability access to the broader community through provision of a safe and supported transport service.
- Ensure Community Transport vehicle maintenance and cleaning schedules are actioned and supporting documentation is completed accurately and within required timelines.

## 5. Key responsibility areas

- Transport clients to and from a range of locations including, Social Support activity spaces, and health providers, in line with Council policy and procedures.
- Provide a person centred, flexible and responsive door-to-door transport service.
- Provide feedback on the health and wellbeing of clients and report circumstances where clients may be 'at risk' or requiring additional support.
- Enable bus passengers to board and alight safely, assisting clients as required including securing shopping and mobility aids.
- Provide First Aid as required and during emergencies.
- Regularly receive and respond to service changes delivered via phone or face to face.
- Undertake daily pre departure inspection checks and scheduled servicing ensuring any safety concerns are reported and actioned, including interior and exterior cleanliness of Community Transport vehicles.
- Ensure run sheets, daily pre departure inspection sheets, maintenance checklists, and other relevant documentation and data collection is completed accurately and within timelines.

## 6. Accountability and extent of authority

- Ensure compliance with provisions of Occupational Health and Safety, Risk Management and relevant legislative requirements within area of responsibility.
- Act in accordance with Council policies and procedural guidelines and safety instructions within area of responsibility.
- Ensuring a high standard of customer service is provided at all times.
- Exhibit a strong dedication to Work Health and Safety (WHS) accountability by adhering to pertinent WHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

## 7. Judgement and decision making

- Exercise judgment in service delivery and service monitoring.
- Solve minor problems on a day-to-day basis and respond to customer enquiries with direction sought on wider issues that may have implications or that require further follow up.
- Report issues and concerns relating to identified hazards, risks and client health and wellbeing observations.
- Prioritise daily operations to complete allocated tasks.

## 8. Specialist skills and knowledge

- Experience and skills in the transportation of older people and people with disability.
- Good understanding and practical skills in transport timetabling.
- Experience in the use of hydraulic hoists.
- An understanding and knowledge of OH&S and risk management practices in relation to transportation of older people and people with a disability.
- Basic computer skills.

## 9. Management skills

- Good time management skills, including the ability to prioritise tasks, plan and organise work activities.
- Work within established timeframes with minimal supervision.
- Communicate and report on identified areas for improvement or that present a risk or concern.

## 10. Interpersonal skills

- Listen to, interpret and respond appropriately to client enquiries and concerns.
- Communicate with people from a diverse range of socio-economic and cultural backgrounds.
- Sensitivity to the issues that confront older people and people with a disability including people from CALD backgrounds.
- Work independently and as an effective team member.

## 11. Qualifications and experience

- Current Full Victorian Licence entitling holder to drive a bus seating no more than 12 passengers.
- Certificate III in Individual Support (Ageing) or related discipline with relevant experience desirable.
- Safe driving record.
- Demonstrated knowledge and experience working with and transporting older people, people with dementia, people with a disability and their careers.
- Current Level 2 First Aid and CPR certificate.
- Working with Children's Check

## 12. Key Selection Criteria

1. Current Full Victorian Licence, & a safe driving record.
2. Certificate III in Individual Support (Ageing) or related discipline with relevant experience desirable. Level 2 First Aid and CPR Certificate.
3. Demonstrated knowledge and experience working with and transporting older people, people with dementia, people from CALD backgrounds, people with a disability and their careers.
4. An understanding and knowledge of OH&S and risk management practices in relation to transportation of older people and people with a disability.
5. Good time management skills, including practical skills in transport timetabling, the ability to prioritise tasks, plan and organise work activities.

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

\_\_\_\_\_  
Manager Community Care  
Approved by Position Title

\_\_\_\_\_  
March 2024  
Date Approved

\_\_\_\_\_  
Incumbent's name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

