

Position Description: **Social Inclusion Transport Assistant**

POSITION DETAILS

Position grade	Grade 8		
Position type	Term contract, full-time		
Reports to	Social Inclusion Transport Officer		
Department	Seniors and Disability Services		
Job function group	Technical and Trades		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

In contributing to the overarching vision, the Social Inclusion Transport Assistant will assist with administrative tasks to ensure social outings and activities are provided in an efficient and effective manner according to funding guidelines. The Social Inclusion Transport Assistant is also responsible for providing safe and reliable transport for Seniors, people with a disability and members of the community and ensuring that the vehicles driven are clean and safe for passengers and that any issues are communicated with their supervisor.

QUALIFICATIONS AND EXPERIENCE

Essential

- Certificate in Welfare, Aged or Disability Work, Leisure Studies or related fields or equivalent experience
- Class LR drivers licence
- Bus Driver Authority, public passenger bus
- Ability to relate to the frail aged, people with a disability and their carers
- Experience operating a wheelchair accessible vehicle
- Demonstrated experience using Microsoft Office programs
- Ability to work as part of a team, be flexible and have good organisational skills

- Experience working with volunteers
- Current First Aid Certificate or willingness to obtain.

Desirable

- Experience in transporting the frail aged, people with disability and their carers
- Knowledge of the Community Home Support program and National Disability Insurance Scheme
- Experience working in local government

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification
- ☐ Drivers licence check (completed upon commencement and in line with Council's annual drivers licence check)
- ☐ NDIS Worker Screening Check
- ☐ Criminal record check

DUTIES AND RESPONSIBILITIES

Administration

- Maintain relevant attendance records and run sheets
- Answer telephone and other enquiries. Action and/or refer on as necessary
- Keep Social Inclusion Transport Officer informed of transport/outing, issues and concerns
- Attend relevant training, seminars and conferences
- Attend and participate in staff meetings and planning days
- Distribute Council bus keys as required
- Maintain all necessary customer / volunteer records
- Clerical duties (typing, filing, mail outs, word processing etc.)
- Fill in for volunteers and other staff when required
- Input data for services provided into Council's Client Management System.

Transport and activities

- Create transport run sheets for customers to and from social inclusion programs and provide the transport
- Load and unload passengers safely from vehicles
- Inform customers of pick-up times as required
- Book, conduct and process driver familiarisations
- Fulfil one off and ongoing transport requests for social support e.g. shopping, appointments etc.
- Ensure all passengers seat belts are fastened correctly, wheelchair restraints are correctly fastened and all equipment is safely secured e.g. walking frames
- Complete the bus log daily as required by the RTA



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- Take responsibility to maintain a clean and safe driving record and in the event the license is cancelled your employment may be terminated
- Answer enquiries and provide information for passengers regarding Council's services
- Assist with setting up for activities as required

Customer outings

- In conjunction with Social Inclusion Team staff members prepare and conduct a bi-annual program of outings for customers of the Seniors and Disability Services Team
- Arrange Social Outings as per the Social Inclusion program in conjunction with activities staff including making and confirming bookings
- Maintain an up to date database of customer bookings for activities and outings
- Provide feedback on the suitability/success of outings held
- Have input and provide suggestions for the program and outings
- In conjunction with activities staff finalise customer numbers for outings, make bookings and/or inform kitchen staff of numbers where required
- Discuss special menu requirements with Nutrition Services at least two weeks prior to outing, arrange collection of catering and equipment when required and source and prepare morning tea supplies where required
- Undertake venue risk assessments as required
- Confirm bookings for outings as required
- Provide feedback on the suitability/success of outings held.

Customers and volunteers

- Assist and encourage customers to participate in programs
- Attend to customers personal care as required
- Ensure volunteers are aware of their duties when providing transportation
- Maintain effective communication with customers and volunteers
- Attend to customer requests and queries
- Report all customer issues to the Social Inclusion Transport Officer and Coordinator.

General maintenance

- Oversee the general cleanliness of the Social Inclusion Team bus and van and Council's bus
- Prepare a roster and oversee the cleaning of all Council buses as per the roster
- Ensure Centre buses are serviced regularly as per service log books
- Ensure Centre vehicles are taken for RTA inspections as required

YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To



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meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.

- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- Comply with Council's COVID-19 Vaccination Procedure throughout employment with Council
- Comply with the *Work Health and Safety Regulations 2017* and undergo health monitoring, in accordance with Council's Health Monitoring Procedure
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.



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Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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