

Temporary Supported Transport Bus Driver

Reports to	Enhanced Social Support Coordinator	Direct Reports	Not applicable
Classification	Band 3		
Position number	221401		

What will you do?

Your main focus is to provide Community Transport and assist older Manningham residents to access essential shopping and socialisation activities in their local communities through the provision of a safe and accessible transport service and related activities.

Service Delivery

- Using your advanced driving skills you will ensure clients have a safe and helpful transport experience.
- Provide excellent customer service to assist clients to safely access the service.
- Communicate with other stakeholders such as members of Seniors' Clubs.
- Strong experience and understanding of driving in busy suburban areas and ability to drive a range of vehicles.

Systems and processes

- Provide advice and help to organise the most efficient driving schedules and routes.
- Identify risks related to the service delivery and undertake steps to ensure the safety of passengers and presentation of vehicles.
- Liaise with Council Depot in relation to vehicle maintenance.

People

- Work within the Supported Transport team to contribute to and improve the development of the service.

Who are you?

- Skilled at working with groups of people from diverse backgrounds.
- Want to work in a service area that supports older people to remain independent in the community.
- Creative problem solver.
- Friendly and reliable.
- Clear communicator.
- Experienced driver with a safe driving record.

What do we expect?

- Model and lead our values.
- Be dedicated to delivering a consistent, connected and customer focused service.
- Be committed to maintaining a safe and healthy workplace.
- Act consistently with our Employee Code of Conduct.
- Be flexible and responsive and prepared to step up in times of need.

Temporary Supported Transport Bus Driver

What are the Key Responsibilities?

Service delivery	<ul style="list-style-type: none">• Responsible for driving vehicles of the Supported Transport service safely and efficiently.• Responsible for providing Supported Transport service users a highly valued and comfortable transport experience.• Keep vehicle clean and tidy at all times.• Maintain associated equipment such as mobile phone for daily use.• Note observed changes in client's behaviour or unexplained absence and report concerns to Coordinator.• Maintain service and client records as required.
Systems and process	<ul style="list-style-type: none">• Provide advice about most effective transport route and assist with the development of the client schedule• Inform clients and other related stakeholders (such as Seniors' Clubs) of scheduled arrival/departure times.• Determine daily changes to the schedule to accommodate cancellations and other ad hoc variations.• Perform daily vehicle safety checks and monitor other safety features of the bus.• Report vehicle faults to the Coordinator.• Liaise with the Council Depot staff as required.
People	<ul style="list-style-type: none">• Contribute to the planning and development activities of the Supported Transport team.• Assist as required with the delivery of related activities.

Temporary Supported Transport Bus Driver

What are the key requirements?

Accountability and extent of authority	<ul style="list-style-type: none"> Responsible to provide a safe transport service experience
Judgement and decision making	<ul style="list-style-type: none"> Ability to work without direct supervision, but within directed framework.
Specialist knowledge and skills	<ul style="list-style-type: none"> Strong understanding of road rules, interpreting road conditions and driving experience. Knowledge of how to provide group transport Basic understanding of health conditions that may impact older people accessing the service.
Management skills	<ul style="list-style-type: none"> Ability to organise and maintain a driving route/schedule. Ability to direct clients to maintain safety and standards.
Interpersonal skills	<ul style="list-style-type: none"> Clear communicator. Friendly and personable with an ability to diffuse potential issues. Competent literacy skills to read instructions; guides and schedules.
Qualifications and experience	<ul style="list-style-type: none"> Current Victorian drivers licence mandatory Current light rigid drivers' license in the State of Victoria highly regarded. Experience driving variety of vehicles including small buses. Experience in transporting clients/passengers in a community setting. Basic computer skills Current First Aid certificate or significant experience/knowledge of first aid procedure is preferred. Ability to speak a second community language highly regarded.