



POSITION DESCRIPTION

Position Title:	Driver Team Leader
Location:	Altona North
Reporting to:	Transport Manager
Direct Reports:	Western Divers (10)

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The St Vincent de Paul Society's members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated 'members'; all who volunteer their time to undertake a range of community support activities at a local level ('conference'), semi-regional level ('regional'), regional level ('central'), and state level ('state'). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

PURPOSE OF ROLE

The role of the Driver Team Leader is to offer day-to-day supervision and mentoring to a team of Drivers in the Western area this is done by performing hands on supervision the role will also need to provide leadership, develop skills using available training. There will also be focus on leading by example with focuses on safety, and compliance.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none"> • Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society • Respect the Catholic values inherent within the Mission of this organisation • Ensure the Society's values are incorporated into all aspects of the role • Respect the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture. • Actively participate in activities that develop personal and professional skills, knowledge and experience. • Advance organisational objectives and champions important issues with key stakeholders • Regularly attend and actively participate in all team / divisional and organisational meetings. • Contribute to developing a culture of continuous improvement and respond positively to change. • Maintain high level awareness of client/member issues as impacted by political, economic, social and technological change
Safety - Staff	<ul style="list-style-type: none"> • Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions • Identify and resolve hazards where you identify them • Manage hazards & risks that you cannot resolve by using the Issue Resolution flowchart • Report incidents within 24 hours of them occurring on the incident reporting system • Manage day to day risks through co-operation with the decisions and actions taken by SVDP to provide a safe workplace • Build a safety first culture with a focus on reporting on teams, Riskware. • Ensure all PPE is available and used correctly.
Technical / Professional	<ul style="list-style-type: none"> • Mentor the drivers with a real hands on approach. • Supervise the driver group day to day ensuring team work effectively. • Support the drivers and help with any issues that may happen (with the help of the Transport Manager if needed)



	<ul style="list-style-type: none">• To participate in regular team meetings with focus on targets/KPI.• Monitor Drivers completion of all Apps Including Daily Check, Cage apps, donation bin and ensure compliance with standards.• Assist the Transport Manager ensuring resources are utilised and maximised efficiently.• To ensure all drivers receive the daily schedules, or tasks• To ensure the driver team is efficient and meets its goals.• To assist with identifying and delivering driver training needs.• Performing administrative duties i.e driver timesheets/processing of reports and any invoicing.• Ensure drivers Practice safe manual handling methods and report any noncompliance.• Assist and provide Support for the Transport Call Centre Team with timelines or customer issues.• Undertake other duties as requested by the Transport Manager.• Ensure all drivers are keeping the trucks clean and tidy, reporting any repair needs to Transport Manager or if requested booking them in directly and ensuring it is followed up in a timely manner.
Relationship – Internal & External)	<ul style="list-style-type: none">• Establish positive working relationships and open communication channels within your work group/s.• Communicate both formally and informally with Transport Manager• Maintain positive communication within the Core Group.• Help create and harbour a positive work environment with the driver team• Work collaboratively with Eastern Team Leader to ensure all transport goals are achieved.• Set a positive example of leadership with your team leading by example.• Communicate all transport timelines and cancelations in a timely manner
Continuous Improvement / Quality & Performance Measurement	<ul style="list-style-type: none">• Comply with systems and procedures as required and in consultation with the Transport Manager• Perform annual performance reviews, probation reviews using clear guidance and instruction on improvement requirements.• Participate in any performance management process when required by the Transport Manager.• Ensure training compliance and sign off of all induction/ training.
Teamwork	<ul style="list-style-type: none">• Encourage a harmonious and professional team environment and contribute to the development of a learning culture.• Participate in and contribute to regular team meetings, providing input into work practices and communication issues.• Lead by example by showing team members a positive mindset towards work and requested tasks.
Challenges	<ul style="list-style-type: none">• Assist the Transport Manager with the continuous development and improvement of procedures and processes to enhance productivity and efficiencies• Be able to work within a dynamic and flexible professional environment thus maintaining a high level of performance• Identify trends and methods for improved service delivery to Vinnies on an ongoing basis.• Foster and maintain a positive culture within your work group/s and the

	organisation.

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Transport Manager	Internal	<ul style="list-style-type: none"> Direction and Guidance regarding Transport & Logistics Matters
Drivers / Jockeys	Internal	<ul style="list-style-type: none"> Day to Day Supervision
Transit Centre Team Leader	Internal	<ul style="list-style-type: none"> Inward/Outward Donations
Transport Assistant	Internal	<ul style="list-style-type: none"> Direction / Support
Transport Call Centre Team Leader	Internal	<ul style="list-style-type: none"> All matters regarding donations or transport requests Planning Notify of timelines or services
Transport Call Centre Team	Internal	<ul style="list-style-type: none"> Matters regarding donations or transport requests

DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

DRUG & ALCOHOL RESTRICTIONS

- Must not drive under the influence of drugs, including prescribed drugs which may affect their driving
- Must be compliant with a zero alcohol limit where appropriate



KEY REQUIREMENTS

Skills

- Good general computer skills / Ms office
- Proven leadership skills with focus on Hands on and mentoring.
- Fiscally fit with a good understanding of multi drop / furniture collections.
- Excellent written and verbal communication skills
- High focus on Time Management skills i.e performing tasks within a timely manner
- Innovative & practical in problem solving
- Ability to work independently as directed by the Transport Manager
- Must maintain ability to display high standards of open communication
- Ability to meet set deadlines
- Be Honest and reliable
- Willingness to learn
- Strong attention to detail
- Effective judgement & decision making
- Ability to work well under pressure

Knowledge / Experience / Qualifications

- Demonstrated previous experience in a Transport & Logistics environment
- Knowledge of Occupational Health & Safety matters relating to workplace environments
- Intermediate level of computer and technical knowledge
- Knowledge and Understanding of Geographical serviced areas
- High Level of Fleet Time Management

Attributes

- To have an empathy with and understanding of the St Vincent de Paul Society.

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.