

JOB AND PERSON SPECIFICATION

Title Position	Transport Officer
Classification Code	Ancillary; Driver Grade 1
Type of Appointment	Permanent *subject to ongoing funding and Performance Review
FTE	1 FTE (75 hours per fortnight)
Health Service	Nunyara Aboriginal Health Service Inc
Position Number	NDMBS 0006
Position Created	July 2017
Review Date	June 2019
Responsible To	Accountable to Coordinator - New Directions Mothers and Babies Services (NDMBS)

Performance Monitoring

An initial review of performance will be undertaken within three months, and then formally reviewed every 12 months based on this position description

Last PDR Date

Next PDR Date

Qualifications

- | | |
|---------------------------|--|
| Essential | <ul style="list-style-type: none"> • A South Australian current driver's licence and willingness to drive locally and regionally |
| Desirable | <ul style="list-style-type: none"> • Experience in providing services to Aboriginal communities |
| Special Conditions | <ul style="list-style-type: none"> • Successful applicant must be prepared to submit to a Police Security and DCSI Check • Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work • Some approved out of hours work may be required for which time in lieu (TOIL) arrangements may apply • The incumbent will be required to strictly observe the confidentiality of information received and given • Training and further education will be provided • Random drug and alcohol testing may be undertaken |

Salary / Award	2010 Aboriginal Community Controlled Health Services Award
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JOB AND PERSON SPECIFICATION APPROVAL

All excluding senior positions



Date: 21/2/2018

**Chairperson,
Nunyara Aboriginal Health Service Inc**

POSITION INFORMATION DOCUMENT

Level Characteristics

This position is defined at the Driver Grade 1 by the virtue of the requirements to:

1. Undertake a range of driving duties
2. Carry between one (1) and fifteen (15) passengers

The incumbent will work under supervision and have readily available advice and assistance.

Position Summary

The Transport Officer will contribute to the delivery of appropriate and culturally relevant services to Aboriginal clients in Whyalla under the direction of the New Directions Mothers and Babies Services (NDMBS) Coordinator and is responsible for assisting with the provision of transport service to enable Aboriginal clients, pregnant mothers and children from 0-5 years old and their families to access medical and health related appointments.

The Transport Officer is responsible for acting as an advocate to assist Aboriginal clients to access appropriate services in the local and metro regions and will act as a chaperone for clients whilst attending medical and health related appointments.

The Transport Officer will work with a team of Aboriginal Health Workers and other staff located at Nunyara Aboriginal Health Service Inc.

Position Characteristics

The Transport Officer is responsible for a range of tasks including:

- The transportation of clients to medical and health related appointments including after normal working hours as directed and approved
- Maintenance of accurate client transport statistics
- Preparation of paperwork including vehicle logs, incident and accident reporting, client activity, hazard identification
- Transportation of paperwork or supplies from one location to another
- Transportation of pathology specimens and patient medication as required
- Maintaining the cleanliness of the vehicles
- Performing general domestic duties as required from time to time
- Any other duties as requested and within scope

Organisation

Supervisor reports to:	CEO
Supervisor's position:	Coordinator New Direction Mothers and Babies Service
Subject's position:	Transport Officer
Staff Supervised:	None

Other positions reporting to the Manager:

Aboriginal Health Worker	Practice Coordinator
Registered Nurses	Domestic and Gardening Personnel
Aboriginal Maternal Infant Care Workers	Clerical and Administrative Officers
Aboriginal Health Practitioners	Aboriginal Environmental Health Worker

JOB SPECIFICATION

1. Summary of the broad purpose of the position in relation to the organisation's goals

Responsible for the provision of an efficient transport, client advocacy and chaperone service to Nunyara Aboriginal Health Service Inc. under the day-to-day direction of the NDMBS Coordinator

2. Statement of Key Outcomes and Activities

The Transport Officer will:

1. Under direction / supervision and as knowledge and competencies are developed:
 - Provide and assist with coordination of transport for Aboriginal clients to facilitate access to health and health related services
 - In conjunction with the NDMBS Coordinator and Aboriginal Health Workers, liaise with the community and organisations regarding transport issues
 - Collate and check petrol dockets and vehicle log sheets and forward to relevant personnel
 - Ensure that clients are aware of their rights and access to advocacy
 - With client consent, liaise with Aboriginal health team members to facilitate support and access to appropriate health and health related services
 - Attend to enquiries regarding services provided by Nunyara
 - Assist with statistics as directed by the NDMBS Coordinator
 - Other duties as directed within the scope of work
 - Assisting with the provision of services within a primary health care framework
2. Teamwork and communication:
 - Promotion of other services offered by Nunyara Aboriginal Health Service Inc
 - Maintain positive working relationships with other team members and visiting professionals
 - Contribute to various committees and meetings on an organisational level
 - Demonstrate the ability for problem solving and communicating with people from a diverse range of backgrounds
 - Delivery of culturally sensitive services for Aboriginal people through developing and maintaining close working relationships
 - Contribute to the development of team goals
 - Discuss and positively contribute to resolving conflict in the workplace
 - Must have a good understanding of and be proficient in written & spoken English
3. Documentation and administration:
 - Contribute to the efficient and effective management of programs and services by maintaining accurate and legible records and statistical information on activities, and by providing data and reports as required
 - Contribute to the efficiency, effectiveness and responsiveness of health promotion programs and services by participating in agency planning, decision making, implementation, evaluation and review processes
 - Ensure that all documentation is accurate and completed in a professional and timely manner with regard to client privacy, security of client records and confidentiality

- Demonstrate an ability to identify & report all health & safety risks, accidents, injuries, property damage and mishaps at the workplace utilising appropriate procedures
 - Maintaining statistical records of all contacts made
 - Ensuring accurate time sheets are completed and submitted
 - Ensure work schedule is accurately maintained
 - Contribute to the development and maintenance of the policy and procedure manual for the position
 - assist with the security of the building, namely: building security, case notes, vehicle keys, mobile phones, and public amenities
4. Quality improvement - Demonstrate commitment to continuous quality improvement through the following:
- Contribute to the development of the Nunyara Team by active participation in ongoing programs and quality improvement activities
 - Participation in appropriate educational opportunities to enhance the skills required for the position and completion of all required mandatory training
 - Participate in and contribute to occupational health safety & welfare activities to ensure a safe work environment for clients, staff and visitors
 - Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace
5. Personal and professional development
- Developing necessary knowledge and competencies through education / staff development / instruction, demonstrating appropriate progress requirements of education course(s).
 - Developing and maintaining personal knowledge and competencies by participating in a range of performance appraisal and development activities
 - Attend staff meetings and in-service programs
 - Have an ability to work without direct supervision & to adopt a flexible approach to work routines
 - Maintain knowledge and skills relevant to the position through participation in and contribution to development programs. This includes attending mandatory training (i.e. First Aid Certificate, orientation to the organisation; OHS&W; basic life support; Manual Handling and fire training)
 - informing the NDMBS Coordinator when tasks or responsibilities are outside competency;
1. Customer service
- Act in a professional manner at all times when dealing with internal & external clients and agencies by:
- Maintaining confidentiality and privacy at all times, whilst respecting the clients values & wishes unless over-ridden by mandatory reporting obligations
 - Respecting the values and wishes of clients and encourage consumer participation in decisions that effect them
 - Actively work to promote the organisation and colleagues in a positive manner at all times both internally and externally
 - Promoting positive and harmonious relationships between clients, relatives and staff.

- Being prompt and providing courteous service to clients, families, carers and colleagues in a timely and efficient manner
 - Promote services that are culturally appropriate to the consumer
 - Being responsive to telephone inquiries which includes the identification of self and facility / department
 - Be aware of and respecting the need of colleagues
 - Maintain a courteous, efficient & effective customer service both in person and by telephone;
 - Contributing towards two way understanding of a need to balance Aboriginal cultural requirements & Health Service needs by acting as a cultural broker between Aboriginal people & other health staff;
7. Participates as an effective member of the Nunyara Aboriginal Health Service team:
- using and promoting effective communication and interpersonal skills;
 - Participating in team meetings, staff meetings, and other health service meetings and committees as required.
 - utilising appropriate resources effectively and efficiently;
 - Providing support to other staff members as requested.
 - Providing various client related tasks as appropriate and directed, eg: providing transport

GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- Complying with workplace policies and procedures
- Participating in all activities associated with the management of workplace health and safety.
- Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace.
- Comply with and have a working knowledge and understanding of Infection control policies and procedures.
- Correctly utilising appropriate personal protective equipment.
- Promoting awareness and compliance with Equal Employment Opportunity principles.
- Regularly participate in personal performance development reviews.
- Participation in continuous quality improvement programs and accreditation activities.
- Ensuring cultural sensitivity is maintained by attending and contributing to their learning in diversity of cultural awareness and cross cultural training, with a frequency to be determined as appropriate by the organisation.
- All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation from State Records. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to



the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

Contribute to the achievement of outcomes, as identified in the Nunyara Aboriginal Health Service Inc. Strategic Plan by:

- Contributing to the development and implementation of organisational strategic directions and plans.

This Position Description will be reviewed regularly, at least every 12 months, and when necessary during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.

Acknowledge by Occupant:

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Date: / /

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Please print Name

PERSON SPECIFICATION

Essential Minimum Requirements (to those characteristics considered absolutely necessary)

Educational/Vocational Qualifications

None Stipulated

Personal Abilities/Aptitudes/Skills (related to the job description and expressed in a way which allows objective assessment)

1. Current SA Drivers licence and willingness to drive both locally and regionally
2. Ability to organise and prioritise own work
3. Ability to use discretion and maintain confidentiality
4. Ability to work within a team
5. Good verbal and written communication skills

Experience (including community experience)

6. Some experience in dealing with a diverse range of clients/customers, especially Aboriginal and Torres Strait Islander people and communities

Knowledge

7. Basic knowledge of the principles of Equal Employment legislation
8. Basic knowledge and understanding of the Occupational Health, Safety and Welfare Act and Risk Management principles
9. Knowledge of the issues affecting the health of Aboriginal persons

Desirable Characteristics (to distinguish between applicants who have met all essential requirements)

Educational/Vocational Qualifications / Experience / Knowledge

10. Senior First Aid Certificate
11. Defensive driving certificate
12. Experience in providing a liaison service to clients
13. Experience in working in Aboriginal health
14. Experience in the provision of advocacy
15. An understanding of the role of the Nunyara Aboriginal Health Service is highly desirable