

The purpose of this position

The **purpose** of the position is to provide safe, reliable transport services to allow clients to stay connected to their community, access essential services, and/or attend excursions and outings.

About the position

- This position is within Ageing & Carers directorate.
- It's part of the Ageing team.
- This position's **reporting** line may vary depending on location and service size.
- This position allows for flexibility.
- ☐ The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☐ Has designated revenue or billing targets.
- This position maybe advertised externally as Bus Driver.

Key areas of responsibility

- Provide safe, reliable and timely transport services for clients in accordance with the requirements of the service.
- Engage with clients to make sure they are safe and comfortable.
- Support other team members to carry out activities, coordinate meals, facilitate excursions and outings, and meet the needs of clients during transportation, excursions and events.
- Carry out client activities as directed.
- Support other team members to monitor and ensure the safety of clients during excursions and events.
- Ensure the bus is kept in a clean, well-maintained condition.
- Coordinate vehicle maintenance and service requirements, in consultation with the Manager and Fleet.
- Advise the Team Leader or Line Manager of any accidents or incidents involving clients or the bus, changes or concerns regarding the client, their home environment, their emotional or physical wellbeing, their services or case plan, or other risks, in a timely manner.
- Document services, safety checks and vehicle maintenance using technology and paper-based systems in a clear, logical, understandable and timely way.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.
- Carry out other duties as directed by the Team Leader or Manager.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Bus is clean and well maintained.
- Bus maintenance and safety and security checks are documented.
- Clients can enjoy outings in a safe and secure environment.
- Driving is safe and meets road safety requirements.

Key Capabilities

Essential criteria

- Unrestricted drivers licence (may be heavy vehicle licence depending on bus size).
- Good driving record with no significant incidents recorded.
- Current First Aid certificate (or a willingness to obtain).
- Strong understanding of road rules and regulations.
- Good verbal communication skills.
- A strong commitment to safety, especially the safety of clients.
- A strong customer service focus and a desire to create a positive experience for clients.
- VETAB accredited Certificate III in an area that would aid understanding of the needs of the client group (for example, children's services, community services, disability or aged care).
- Completion of advanced driver training would support success.

People who know this position say that

People who know this position say the things that might make your day are:

- Being able to support clients to have an enjoyable outing or attend an event they may not have otherwise been able to attend.
- Connecting with clients and forming good relationships.

People who know this position say some key challenges you might experience are:

- Supporting clients with dementia, challenging behaviours, who are very young, or who are from culturally and linguistically diverse (CALD) backgrounds that you may not have experience or understanding of.
- Balancing the needs of a client who might be lonely or wants a chat with the need to get to the next client or place on time and maintain safety.
- Balancing time to ensure that work is done well, within the allocated service time.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

The Benevolent Society



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| <input type="checkbox"/> Overnight travel/stays. | <input checked="" type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input type="checkbox"/> Evening work. |
| <input checked="" type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Manager/Senior Home Support Partner
- Home Support Partners
- Home Support Team Members/Volunteers/Service Coordinator
- Fleet team

Outside The Benevolent Society:

- Events/outing staff
- Vehicle maintenance supplier
- Administrative Team