

POSITION DESCRIPTION

Position Title	Program Coordinator - Community Transport		
Location	Numurkah region	Employment status	Fixed term until 30 June 2024
Reports to	Health Services Manager	FTE	1.0 FTE
	Incumbent	Supervisor	
SIGNED			
DATE			
Position Purpose	<p>The Program Coordinator - Community Transport is responsible for managing the day-to-day operations related to the Flying Doctor Community Transport program in Numurkah region. This program plays an integral part to supporting RFDS Victoria's vision to bring health care services to those who are otherwise unable to access them.</p> <p>The RFDS Community Transport program is delivered in the central Victorian towns of Rochester and Heathcote. From mid-2022, the service is expanding to multiple locations across Victoria and this Program Coordinator role will be involved in the set-up and delivery of a new site in the community of Numurkah. The role will predominately work to embed this new service within the region and will work collaboratively with other sites in the Heathcote and Rochester service and as new sites come onboard across Victoria.</p> <p>The Program Coordinator - Community Transport will take a detailed supervisory approach to program establishment, service planning, client liaison, volunteer management and stakeholder relationship management to ensure effective and timely delivery of community transport services. The Program Coordinator - Community Transport will prioritise customer service and the provision of a person-centred service at all times, with the service receiving a high volume of calls for client bookings.</p> <p>The role takes a detailed, hands-on approach to running of the program and liaising with program partners (e.g. health service partners) staff and management. The Program Coordinator is responsible for the recruitment, induction, training, management and rostering of all volunteer drivers and training of the appropriate health service staff on the on-line booking system.</p>		

	<p>The Program Coordinator - Community Transport will primarily be based in Numurkah and will be required to travel to Heathcote/Rochester and Melbourne from time to time.</p>
Position Tasks and Responsibilities	<p>Coordinate and manage all service scheduling and client bookings through the platform.</p> <p>Effectively communicate the community transport service to the community with a view to growing and continually improving the service.</p> <p>Actively promote and build awareness of the service in the community with the intention to recruit more volunteer drivers and engage new clients for the service.</p> <p>Components of this role include business development, working towards supporting expansion via service scope, increasing geographical distribution and exploring learning opportunities.</p> <p>Facilitate the recruitment and management of all volunteer drivers of the service including credentialing document preparation & storage, organising training details and organising uniforms.</p> <p>Ensure all volunteer drivers involved with the program are provided with the necessary training, supervision and mentoring.</p> <p>Maintain the driver rosters to ensure full service delivery.</p> <p>Develop strong working relationships with the team of volunteer drivers to ensure that a high level of service is provided consistently to all clients and to seek feedback on where changes to the service may be required.</p> <p>Provide leadership and foster a collaborative work culture among volunteer team and across community transport sites</p> <p>Providing formal and informal support to volunteers</p> <p>Develop a good understanding of the client's needs directly and / or via the team of volunteer drivers.</p> <p>Liaise regularly with the RFDS Control Room and other relevant program staff, be responsible for client transport appointments (bookings), and liaise with staff at partner health service regarding bookings taken, as required.</p> <p>Manage client and stakeholder feedback, including facilitating complaint resolution in a timely manner and ensure effective communication pathways with volunteer drivers are established.</p> <p>Monitor and evaluate the effectiveness of the programs through data collection and analysis and provide reports on a regular basis, including progress against contract KPIs, agreed parameters and desired outcomes</p>

	<p>Ensure driver, client and carer surveys and feedback forms are distributed and feedback collated and reviewed to support evaluation.</p> <p>Ensure the service vehicles are fully maintained (interior/exterior and mechanically) to uphold the RFDS standard and brand.</p> <p>Ensure the RFDS's health and safety compliance standards are met at all times.</p> <p>Follow the necessary policies and procedures associated with the community transport program, as well as supporting development of new policies and procedures as required</p> <p>Conduct additional tasks as requested by the Health Services Manager.</p>
People & Culture	Responsible for all aspects of volunteer recruitment, retention and ongoing management of both support and direct care delivery volunteers, which include some personnel across dispersed locations
Workplace Involvement	<p>Actively promote a positive public image of RFDS Victoria among our volunteers, health care practitioners/stakeholders, collaborators and at public events as required</p> <p>Participate in quality and occupational health and safety initiatives and activities as directed and support clinical safety and quality systems such as NSQHS standards and ISO:9001</p> <p>Actively engage with colleagues and participate in workplace activities as appropriate</p> <p>Work collaboratively with colleagues to contribute to a collegiate workplace culture</p> <p>Demonstrate the organisation's agreed values through actions</p>
Working relationships	<p>Internal</p> <p>Reports to: Health Services Manager - Community Transport</p> <p>Direct Reports: Primary Health Program Support Staff and/or Community Transport Volunteers</p> <p>Liaises with:</p> <ul style="list-style-type: none"> • Primary Health team • RFDS Volunteer Manager/Coordinator • Mobile Patient Care (Sale operation) • Other RFDS Victoria staff <p>External</p> <ul style="list-style-type: none"> • Transport users (clients) and carers • Health care providers & host services • Regulatory agencies • Community transport community leaders and stakeholders within service radius

	<ul style="list-style-type: none"> • Health care providers/stakeholders • Other various stakeholders
Qualifications and Experience	<ul style="list-style-type: none"> • Qualification or extensive experience in health, management or a related field • Experience in the management of volunteers and staff • Experience training staff in a volunteer setting highly desirable • Experience building and maintaining strong and collaborative relationships within a community and / or health care setting highly desirable • Demonstrated understanding and experience with supporting and communicating with older adults, people with a disability and their carers • Excellent computer skills • Current drivers licence, police check and Working With Children Check
Skills, knowledge and competencies	<p>Essential</p> <ul style="list-style-type: none"> • Strong planning, analytical and monitoring skills with excellent attention to detail • Ability to manage multiple expectations and priorities of all stakeholders • Demonstrated ability to manage time, multi-task and prioritise effectively • Excellent written and verbal communication skills with the ability to provide high level reports present findings to inform decision making • Highly developed skills and ability to positively influence teams • Excellent interpersonal skills with the ability to communicate, motivate, consult and negotiate, while building and maintaining relationships with diverse stakeholder groups • Enthusiasm, creativity, dedication and an open mind • Highly developed logistic, issue resolution and trouble-shooting skills • Committed to excellent customer service and the provision of a consumer-centred service • Strong initiative and drive with a view to continuously improve programs • Strong problem solving, analytical and quantitative skills • Willingness to travel regularly, possibly across the state • Proficient computer literacy including Microsoft Office and other health systems/applications including experience with logistical systems

	<p>Desirable</p> <ul style="list-style-type: none"> • Understanding of Home Care Package, My Aged Care, Social Support Group or NDIS models • Experience in undertaking or participating in research • Experience working with vulnerable and diverse populations or groups • Experience in health literacy
Workplace Health and Safety	<ul style="list-style-type: none"> • Take reasonable care for own health and safety • Take reasonable care for the health and safety of others including the implementation of risk control measure within their control to prevent injuries or illnesses • Comply with all reasonable instruction to safeguard their health and safety • Cooperate with any reasonable RFDS policies and/or procedures including the reporting of OH&S hazards or incidents
Code of Conduct & Organisational Values	<p>All employees, members and volunteers of the Royal Flying Doctor Service of Victoria are mutually responsible for the success of the organisation.</p> <p>The organisation is committed to creating an environment in which all employees can realise their full potential. In return, all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.</p> <p>This includes:</p> <ul style="list-style-type: none"> • conduct to the highest degree of ethics and integrity • creative thinking and openness to new challenges • appreciating diversity in the workplace and treating everyone with courtesy and respect • effective communication, which is open and honest • modelling best practice and leadership <p>Our organisational values are detailed in the “Vision 2020” Document and our Induction Handbook.</p>