

Position Description

POSITION DETAILS			
Position Title	Driver – Meals on Wheels		
Reports to	Team Leader – Meals on Wheels		
Business Function	Home Care	Salary Grade	Enterprise Agreement – Aged Care General Employee
Direct Reports	Nil	Band / Level	Level 3
Indirect Reports	Nil	Location	Northern Territory

REPORTING RELATIONSHIPS	
Internal Key Relationships	Workforce Planners Personal Care Workers Community Service & Regional Office colleagues
External Key Relationships	Clients of programmes People who support the client Other service providers

OUR ORGANISATION
ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care and Disability Services, Mental Health support, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE
The role of Driver – Meals on Wheels is accountable to ensure meals are delivered to our clients when required and in suitable conduction. They will be required to travel to clients' homes transporting both hot and cold meals in accordance to safety regulations and bring them inside the residents home.

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KEY RESPONSIBILITIES

Service Delivery

- Provide the delivery of meals on wheels to participating clients and ensuring that delivery is met with appropriate respectful customer service to our clients.
- Provide the delivery service to clients residing in both urban and rural locations across the Northern Territory. This may include the requirement to travel distances of up to and further than 100km.
- Ensure that all appropriate documentation and paperwork (when required) is completed on delivery.
- Participates in continuous improvement of consumer care, ensuring information and feedback is provided to ARRCS staff, and other health professionals as required.
- Provides quality client service, including interacting with clients, answering client enquiries, and effectively handling client complaints or supporting clients queries by directing to the appropriate person/s.
- Accepts responsibility for own actions ensuring that all duties are performed in accordance to ARRCS policies and procedures at all times.
- Demonstrates awareness of own abilities and limitations, identifying learning needs and seeking guidance when necessary.

Teamwork & Development

- Works collaboratively within the team and actively participates and engages in team meetings and initiatives.
- Ensures a solution focused mindset actively problem solving and addressing any emergent issues
- Sets personal goals, completes tasks and meets deadlines ensuring work is achieved within required company, legislative and client expected timeframes.
- Where required, liaises with carers, families and significant others involved in providing care, including specialist generic agencies and other mainstream service providers
- Identifies any communication or workflow issues and makes suggestions for improvement
- Ensures individual learning and training is compliant with Organisational Training Matrix taking accountability to finish required training by due dates.

Reporting, Administration and Documentation

- Carries out own administrative tasks, including general correspondence, entering information in a timely manner and maintaining client files
- Completes regular dated / progress notes within required timeframes including liaising with peers.

Work, Health and Safety (WHS)

- Participate and contribute to WHS practises to ensure a safe work environment.
- Ensure that team members comply with WHS policies and procedures and promptly respond to and report health and safety hazards, incidents, near misses and workers compensation.

Personal Accountability

- Adhere to the ARRCS values that are fundamental to the work we do.
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements.
- Demonstrate skills, knowledge and behaviour to work with Aboriginal and Torres Strait Island people in a culturally respectful way

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- Ensure no public comment, images or videos are posted via Social Media (Facebook, Instagram, TikTok etc) of Clients/Residents or within Client Homes, Residential Facilities and places of Cultural Significance without express permission of General Manager.
- Act at all times in accordance with the ARRCs Code of Code and associated Policies
- Attend mandatory training sessions (i.e – Equal Employment Opportunity, Health and Safety) and mandatory training specific to the position

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Qualifications – Essential

- C Class NT Drivers Licence and ability to provide and maintain own vehicle.
- Full Comprehensive Insurance.
- First Aid Certificate.

Experience

- Previous experience working within a delivery or food handling environment.
- Demonstrated strong customer service skills and comfortable to work with the elderly in our community.
- Demonstrated ability in the use of MS Word, Excel and other online client reporting systems.
- Demonstrated ability to respond and adapt to competing priorities whilst working unsupervised.
- Demonstrated ability to empathise with Aged People, their families and Personal Carers.

Mandatory Requirements

- NDIS Worker Screening or a current Working with Children Card
- Influenza Vaccination
- National Police Check – Dated within 3 months of commencement.
- NT Driver's License

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your manager or ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.