

# Position Description



## POSITION DETAILS

Position Title:	Bus Driver/Social Support Group Assistant
Division:	Community Services (Social Support Group Program)
Reports To:	Social Support Group Coordinator
Responsible To:	General Manager
Location:	Sydney Metro
Date:	December 2021

## MAIN PURPOSE OF POSITION

The Bus Driver/ Social Support Group Assistant is responsible for providing transport services and assistance to those participating in the Social Support Group Program and to work as an effective team member whilst at the Social Support Group Centre, under the current operating guidelines of the Commonwealth Home Support Programme.

## KEY ROLES AND RESPONSIBILITIES

The position is fully accountable for the quality and integrity of the service provided and work performed.

The key roles and responsibilities of the role include:

1. To present oneself for duty in an appropriate manner and dress. To remain courteous to the client and their informal networks at all times.
2. To ensure that care provided respects the personal dignity and values of the client at all times.
3. To ensure personal hygiene is of the highest quality to prevent cross infection. To follow standard (universal) precautions at all times.
4. Immediately report all client accidents/incidents to the Coordinator and complete relevant documentation.
5. Immediately report any hazards to the Coordinator/ Social Support Group Team Leader.
6. Maintain client confidentiality.
7. Maintain and complete all relevant documentation (eg. log books and record sheets) in a timely manner.
8. Maintain regular contact with the Coordinator to give and receive relevant information.
9. To work as an effective team member and adhere to the Co.As.It. code of conduct.
10. To attend staff meetings and training as required.
11. To perform other relevant and reasonable tasks as directed by Coordinator/ Social Support Group Team Leader.

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12. To consistently apply Co.As.It. policies and procedures in daily work activities and demonstrate an understanding of and commitment to EEO, WHS, privacy and confidentiality and to the principles of a culturally diverse society.

## DUTIES:

- To provide transport services for clients of the Co.As.It. Social Support Group program by driving the Co.As.It. bus;
- To be familiarised with the bus routes before setting out and if necessary to spend time preparing to ensure that the safest and quickest route from clients' home to the destination is followed;
- To ensure that the vehicle is kept in good order and a neat and tidy condition which includes cleaning the inside of the bus at the end of each shift;
- To complete vehicle journey forms both at the beginning and end of each shift;
- To ensure that vehicles are refuelled at the end of each shift. That oil and tyre pressure are adequate. All mechanical faults or accidents are to be immediately reported to the Social Support Group Coordinator/ Social Support Group Team Leader;
- To ensure the safety of clients and colleagues and to ensure that seat belts are worn at all times;
- Effectively use equipment provided on the bus eg. safe use of the wheelchair loader and to appropriately secure any equipment placed on the bus;
- To safely assist clients who need to transfer from a wheelchair to a bus seat as necessary, and to assist clients to get in and out of the vehicle; walk with them to and from centre/clients homes to/from bus, as needed;
- To report any difficulties or requests that participants may have to the Coordinator;
- To pick up and deliver goods including meals, as required by the Coordinator;
- To work as part of a team to clean up after meals have been served;
- To follow any reasonable instructions from the Coordinator or from the Social Support Group Team Leader;
- To provide personal care support services which may include assistance with; feeding, meal serving, toileting assistance, general cleaning and mobility assistance, as directed by the Coordinator. Follow standard (universal) precautions.
- Other reasonable duties relevant to the position, as requested by the Coordinator/ Social Support Group Team Leader.

## KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The Bus Driver/Assistant needs to build extensive networks and strong consultative relationships within the organisation.

These relationships include:

- Social Support Group Care Team Leader;
- Social Support Group Coordinators;
- Staff across the Social Support Group team;
- General Manager;
- HR Officer.

## KEY PERFORMANCE CRITERIA

### Broad indicators:

- To arrive at work on time and to advise manager/supervisor of lateness or absences as soon as practicable;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount;
- To represent Co.As.It. positively;
- To keep manager/supervisor informed on key issues, including reporting any personal accidents or incidents.

### Position Specific indicators:

- Attend staff meetings;
- Attend compulsory training sessions and complete all core skill training as set;
- Maintain appropriate written records (log books and record sheets) and conduct regular vehicle checks and to report this to the relevant person.

### Strategic Plan:

Further specific key performance indicators will be derived from the strategic plan. These will be set at the commencement of each review period in consultation with the supervisor.

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## SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

- Demonstrated understanding of issues affecting CALD communities in NSW and the impact this has on older people;
- Previous experience in an aged care or disability setting;
- Demonstrated understanding of the challenges faced by people affected by dementia;
- Capacity to work independently and collaboratively in a team environment;
- Demonstrated ability to communicate with a wide range of people;
- Capacity to work flexible working hours as negotiated;
- Ability to complete all relevant documentation in a timely manner;
- Understanding of, and commitment to, Work Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

## VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

### POSITION HOLDER

Signature..... Date.....

### SUPERVISOR

Signature..... Date.....