

POSITION DESCRIPTION



Area Connect Driver

Overview

Business Area	Operations
Team	Area Connect
Position Classification	Public Vehicle Transport Award 2020, Grade 3
Number of direct reports	Nil
Immediate Manager	Area Connect Project lead/Regional Coordinator/Local Coordinator
Manager-one-removed	Area Connect Project Manager

About CTST

At CTST, our commitment is to provide affordable transport to support people to live well and connect with their community, we want to ensure that everyone has access to community transport.

The needs and experience of each individual consumer is our primary focus when making decisions about their services and the safety and wellbeing of our people and our passengers is our priority. We are cooperative and collaborative because we believe that collective impact gets the best result and we show our respect for our consumers, our people, and our partners by striving for the highest professional standards in everything we do.

Role purpose

The Area Connect Driver is responsible to provide professional, high quality and safe passenger services in their local area to job seekers and members of the community participating in training and education activities.

Reporting to Regional Coordinator or Local Coordinator, the Area Connect Driver will interact closely with passengers, community organisations, CTST and other Area Connect colleagues.

Legislative Knowledge and Understanding

- Fair Work Act 2009
- Aged Care Act 1997
- Aged Care Quality and Safety Commission Act 2018
- Aged Care Quality Standards
- Anti-Discrimination Act 1998
- Personal Information Protection Act 2004
- Workers Rehabilitation and Compensation Act Tasmania 1988
- Workplace Health and Safety Act and Regulations 2012
- Relevant Industrial Awards and Agreements
- Privacy Act 1998

Role Accountabilities

Leadership

- Promote values that reflect the spirit and purpose of CTST
- Lead by example to maintain a supportive organisational culture
- Foster a strong consumer-centric service culture
- Uphold and support equity and diversity principles through all areas of the organisation
- Demonstrate emotional maturity, cultural awareness, and flexibility in all dealings

Technical

- Operate Area Connect and CTST vehicles as directed in a safe manner with specific consideration for the needs of passengers.
- Always ensure secure stowage of all items during transit to ensure the safety of all passengers
- Maintain a professional and appropriate relationship with passengers, employees and the general public at all times.
- Ensure accurate completion of all pre-departure and other relevant documentation in accordance with procedures.
- Interpret a “run sheet” and advise the Regional/Local Coordinator of any concerns
- Follow established procedures for record keeping and reporting and collect fares when required.
- Maintain the highest standards of cleanliness in respect to allocated vehicles, office spaces and equipment
- Liaise with CTST State Office to ensure vehicles are always maintained in a safe operating condition, and immediately report any damage or malfunction of the vehicle
- Attend meetings and participate in service delivery review, development, and continuous improvement of the service
- Communicate referrals to Local and Regional Coordinator for “Wrap Around Supports
- Maintain accurate service data records

Health, Safety & Wellbeing

- Actively promote and adhere to all CTST health, safety and wellbeing policies and procedures
- Contribute to a safe workplace through a demonstrated commitment to safety improvements
- Report all safety risks, incidents, and hazards in a timely manner
- Actively promote a positive approach in the workplace to enhance health and wellbeing



Role Accountabilities continued....

Financial

- Ensure all Company assets are treated with care and utilised for the intended purpose

Compliance

- Maintain an up-to-date knowledge of legislative and regulatory compliance to ensure that requirements are met, and identify any emerging issues of significance to the organisation
- Ensure CTST's ongoing compliance with Aged Care Quality & Safety Commission, NDIS standards, Passenger Transport Accreditation Authority, and other essential quality standards
- Always ensure that the highest standards of privacy and confidentiality is maintained



Attributes that will help you succeed

ESSENTIAL

Technical Qualifications

- Experience in a similar role, responsible for the provision of transport or community services

Knowledge, Skills and Experience

- Demonstrated experience in the safe operation of passenger road vehicles of varying sizes, and confidence to use hand-held electronic devices and information technology
- High standards of professionalism and commitment to delivering exceptional standards of customer service
- Well-developed interpersonal with the ability to relate effectively with people at all levels
- Manage customer expectations and competing demands to achieve mutually beneficial outcomes
- Demonstrated ability to work autonomously with limited support
- Appropriate levels of physical fitness to undertake light to moderate manual handling tasks
- Ability role model positive behaviours to participants, providing suggestions, advice, and open honest feedback where appropriate

DESIRABLE

- Previous experience in the public transport sector would be advantageous but not essential

Licences/Other Requirements

- Provision of a National Police certificate that meets the suitability requirements for unsupervised work in accordance with the Aged Care Act
- Must hold a current light-rigid driver's licence and a Public Passenger Vehicle (PPV) Ancillary Certificate
- Must hold a current registration to work with vulnerable people
- Must be an Australian Resident or hold an Australian Working VISA
- Current Covid-19 vaccination
- Intrastate travel will be required

