

# POSITION DESCRIPTION



## Driver – Community Transport & Routed Services

### Overview

Business Area	Operations
Team	Logistics
Position Classification	Passenger Vehicle Transportation Award, Grade 3
Number of direct reports	Nil
Immediate Manager	Senior Logistics Coordinator
Manager-one-removed	Operations Manager Community Transport

### 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 Community Transport and Routed Services Driver is responsible to provide professional, high quality and safe passengerservices to consumers. Drivers are responsible to ensure that the provision of service is efficient and aligns to schedules and established timetables.

Reporting to Senior Logistics Coordinator, drivers will interact closely with passengers, community organisations, colleagues and CTST.

## Legislative Knowledge and Understanding

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| <ul style="list-style-type: none"> <li>○ Fair Work Act 2009</li> <li>○ Aged Care Act 1997</li> <li>○ Aged Care Quality and Safety Commission Act 2018</li> <li>○ Aged Care Quality Standards</li> <li>○ Anti-Discrimination Act 1998</li> <li>○ Personal Information Protection Act 2004</li> </ul> | <ul style="list-style-type: none"> <li>○ Workers Rehabilitation and Compensation Act Tasmania 1988</li> <li>○ Workplace Health and Safety Act and Regulations 2012</li> <li>○ Relevant Industrial Awards and Agreements</li> <li>○ Privacy Act 1998</li> <li>○ Public Transport Service Operator Accreditation Regulations</li> </ul> |
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## 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

- Maintain a professional and appropriate relationship with passengers, employees and the general public at all times.
- Operate CTST vehicles as directed in a safe manner with specific consideration to the needs of passengers
- Provide safe wheelchair transport to consumers following the completion of applicable training
- Always ensure secure stowage of all items during transit to ensure the safety of all passengers
- Ensure accurate completion of all pre-departure checks and other relevant documentation in accordance with CTST procedures.
- Interpret a "run sheet" and advise the Senior Logistics 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
- Report any damage or malfunction of the vehicle, injury to persons, accidents, incidents or near misses, complaints etc. in accordance with procedures.
- Effective use of technology including i-Pad and mobile phone
- For routed services, maintain all schedules as determined for the service

### 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

## Role Accountabilities continued....

### Health, Safety & Wellbeing continued.....

- Report all safety risks, incidents, and hazards in a timely manner
- Actively promote a positive approach in the workplace to enhance health and wellbeing

### 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, 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
- Ability to use hand-held electronic devices and information technology
- Demonstrated commitment to act professionally and deliver exceptional standards of customer service
- Well-developed interpersonal with the ability to relate effectively with people at all levels
- Demonstrated ability to work autonomously with limited support
- Appropriate levels of physical fitness to undertake light to moderate manual handling tasks
- A demonstrated commitment to the safe provision of services to consumers

### 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 driver's licence
- Must hold a current registration to work with vulnerable people
- Must be an Australian Resident or hold an Australian Working VISA

