



Durri Aboriginal Corporation Medical Service

Servicing the Macleay and Nambucca Valleys

ABN 52 730 046 875 ICN 27



With Compliments

Position Application Package

Position Name: Transport Officer – Casual

Position Located: Nambucca Valley

Contact Name: Terri Jarrett

Telephone: (02) 6598 6807



Durri Aboriginal Corporation Medical Service
15-19 York Lane
KEMPSEY NSW 2440
T: (02) 6560 2300
F: (02) 6562 7069



Darrimba Maarra Health Outpost
PO Box 131
13/42 Bowra St
Nambucca Heads NSW 2448
T: (02) 6598 6800
F: (02) 6598 6833

All written communications to be addressed to CEO:
PO Box 136
Kempsey NSW 2440

General Conditions of Employment

- Position:** Transport Officer – Casual
- Award:** ACCHS
- Classification:** Grade 2 Level 1
- Salary:** \$37.31 Per hour including casual loading of 25%
- Salary packaging:** To calculate your benefit follow the link <https://eziway.net.au>
- Application:** **Your application should consist of four parts:**
1. Selection criteria
Your application must address all the selection criteria, or your application will be marked unsuccessful
 2. Completed application form
 3. Resume
 4. Supporting documents
- Completed application to:** recruitment@durri.org.au
or
- Post marked confidential to:
- Application Human Resources
Durri Aboriginal Corporation Medical Service
PO Box 136
Kempsey NSW 2440
- Closing Date:** Friday 31st March 2023 by 5:00pm



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Application Form

Full Name:

Address:

Email Address:

Contact Numbers:

Date of Birth:

Drivers Licence: Yes No Class: Expiry date:

Do you identify as Aboriginal or Torres Strait Islander? Yes No

Do you identify as having a disability? Yes No

Are you an Australian citizen or permanent resident? Yes No

Do you have Working with Children check number? Yes WWCC No:

Do you have a current National Police check? Yes No Date of issue:

Do you have evidence of Vaccinations? Yes No

Have you provided evidence of your Qualifications? Yes No

Where did you see this position advertised?

Referees	Referee 1	Referee 2
Name:		
Title:		
Organisation:		
Contact Details:		
Email Address:		

Position Description

Position Title: Transport Officer (Male and Female)	Business Unit: Reception									
Reports To: Practice Manager – Nambucca Valley	Direct Reports: Nil									
Primary Objective:										
<p>This position is responsible providing a friendly and supportive transport service to patients. Key objectives include:</p> <ol style="list-style-type: none"> i. Provide a professional and reliable transport services to patients; ii. Assist in the booking for the transport system iii. Assist with reception duties iv. Collaborative work with the other teams to ensure that transport services are completed in a timely and effective manner, this position is for when our transport officer is unavailable to provide transport to the organisation or Allied Health Providers and Specialists . 										
Position Dimension & Decision Making Authority:		Key Communication Contacts:								
<p>Without referral to manager –</p> <ul style="list-style-type: none"> • Routine enquiries from internal and external clients and the community <p>After Consultation with manager or others –</p> <ul style="list-style-type: none"> • Complex enquiries from internal and external clients and the community • Actions outside policies and procedures <p>Referred to managers or others –</p> <ul style="list-style-type: none"> • Operational and capital expenditure 		<table border="1"> <thead> <tr> <th>Contact/Organisation</th> <th>Purpose/Frequency of Contact</th> </tr> </thead> <tbody> <tr> <td>Practice Manager – Nambucca Valley</td> <td>Daily – Direction and achievement of accountabilities</td> </tr> <tr> <td>Clients and Community</td> <td>Daily – Providing transport and assisting with general enquiries</td> </tr> <tr> <td>All staff</td> <td>As needed – Providing help and advice on general enquiries</td> </tr> </tbody> </table>	Contact/Organisation	Purpose/Frequency of Contact	Practice Manager – Nambucca Valley	Daily – Direction and achievement of accountabilities	Clients and Community	Daily – Providing transport and assisting with general enquiries	All staff	As needed – Providing help and advice on general enquiries
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All staff	As needed – Providing help and advice on general enquiries									

Key Accountabilities		
Key Result Area	Major Activities	Performance Measures:
1. Transport Services	<ul style="list-style-type: none"> • Transporting of patients to and from Darrimba Maarrai AMS for medical treatment safely and in time for scheduled appointments. • Transporting of patients to and from specialists appointments safely and in time for scheduled appointments. • Continually providing high level customer service, information and general advice to patients. • Attending visits to community health centres and providing physical assistance to patients that require additional support. • Coordination and management of cleaning, servicing and maintenance of all the organisations transportation vehicles. • Monitor the safety practices of the transportation service and regularly inform the Senior Receptionist on the performance of the service, the welfare of the passengers and any difficulties when transporting clients. • Accurately tracking vehicle usage to ensure that all documentation is maintained. 	<ul style="list-style-type: none"> • Achievement of Program KPIs

2. Team work and Collaboration	<ul style="list-style-type: none"> • Effectively collaborate with Practice team members to ensure that the function is operating effectively and efficiently, while maintaining a harmonious team environment. • Ensure compliance with relevant WHS legislation and that any issues are identified and actioned in line with the policy. 	<ul style="list-style-type: none"> • Feedback from colleagues
3. Compliance	<ul style="list-style-type: none"> • Comply with all relevant legislation and regulatory standards. • Obtain and record accurate health to ensure compliance with all organisational policies and procedure and legislative requirements, while ensuring client and community confidentiality is maintained. 	<ul style="list-style-type: none"> • Risk aversion
4. Reporting	<ul style="list-style-type: none"> • Provide statistical and management reports to meet organisational and statutory requirements including analysis, reporting of results and supporting recommendations. 	<ul style="list-style-type: none"> • Accuracy and timeliness of qualitative reports • Accuracy and timeliness of statistical reports
5. Policy and Procedures	<ul style="list-style-type: none"> • Assist in developing and comply with policies and procedures to ensure that the program is demonstrating consistent practices nationally and is in line with strategic objectives. • Attend all mandatory training requirements and participate in staff performance reviews, including updated First Aid Certificate and participation in staff immunisation program • Compliance with and understanding of EEO Legislation 	<ul style="list-style-type: none"> • Provide consistent and high standards of compliance with policies and best practice

Key Challenges:	Person Specification:
<ul style="list-style-type: none"> • Achieving transport requirements within required deadlines 	<p>Qualifications & Experience –</p> <ul style="list-style-type: none"> • Aboriginal or Torres Strait Islander descent • Ability to maintain confidentiality and to exercise tact, initiative and sound judgement • Good interpersonal skills for written and verbal communication • Experience identifying WHS hazards in a workplace environment • Sound problem solving skills • Ability to build relationships with all levels of the organisation and the community which includes health and other related agencies. • Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands • An acceptable driving record • A good knowledge of the region and the best routes • Ability to hold all relevant security clearances including National Police Check and Working with Children clearance • Current valid Driver's license, minimum of Class "C" or equivalent • Current First Aid or willingness to undertake