



Durri Aboriginal Corporation Medical Service

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15 – 19 York Lane

(PO Box 136)

Kempsey NSW 2440

With Compliments

Position Application Package

Position Name: Transport Officers – x 2 Kempsey

Position No (If applicable): N/A

Contact Name: Alicia Stewart

Telephone: (02) 65602355

General Conditions of Employment

Position:	Transport Officers x 2 - Kempsey
Position No (If applicable):	N/A
Award:	ACCHS Award 2010
Classification:	Driver Grade 2
Salary:	\$975.08 per week
Award entitlements:	Uniform Allowance
For Identified positions:	Pursuant to Section 14 of the Anti-Discrimination Act 1977 (NSW) Australian Aboriginality is a genuine occupational qualification for this position
Benefits:	9.5% superannuation; salary sacrifice; training and development; employee assistance program; uniform supplied by employer
Employment clearances:	Selection criteria - see page 10
Application:	Email to: hr@durri.org.au
Or post marked confidential to:	Application Human Resources Durri Aboriginal Corporation Medical Service PO Box 136 KEMPSEY NSW 2440
Closing Date:	Monday 19 March 2018 at 5.00 pm

Information for Applicants

Thank-you for enquiring about a position advertised by Durri Aboriginal Corporation Medical Service. Durri is an equal opportunity employer and applies merit based selection techniques.

Over the last 30 years, Durri Aboriginal Corporation Medical Service has provided essential and culturally appropriate health care to Aboriginal people located in Kempsey, Nambucca Heads and its surrounding communities.

The following links showcase the regions around the organisation:

<http://macleayvalleycoast.com.au/>

<http://www.nambuccatourism.com.au/>

Please read the following information carefully, as it will help you to understand the selection process and to prepare your application.

Selection is based on the assessment of each applicant in relation to the requirements of the job identified in the Position Description for the advertised vacancy as well as being a team player with developed interpersonal skills and having the ability to work in an open, friendly and professional environment.

The selection criteria consists of skills, knowledge and abilities required to successfully undertake the position as detailed in the position description.

The first stage of the selection process is based on your written application. The applicants who Durri considers best demonstrate their capacity to meet the criteria will be short-listed for interview.

Your application represents you, therefore it is vital that it is well organised and provides all the required information. The following is a guide to assist you in preparing your application. The application should consist of five parts:

1. Completed position application form - see page 5.

2. Covering letter

A covering letter not exceeding one page is required.

3. Resume

Your resume should provide details on your education qualifications, work history, special skills or qualifications, training details and referees, plus any other information which may assist your claim for the position you seek. Be clear and informative. Include names, position titles, addresses and telephone numbers of two (2) referees (current addresses and telephone contact numbers).

4. Selection criteria - see page 10.

Each statement should concisely and adequately illustrate how you meet the criteria. Try to provide evidence of your work with examples. You can also include transferable knowledge, skills or ability in areas relevant to the requirements of the job, which you have developed outside the workplace as evidence of your capability to meet the selection criteria.

Give complete and relevant information. Your application is a tool to sell your skills and abilities and is the first stage of the selection process. It should be well presented and supply as much detail as necessary to fully explain your capabilities and experience.

Do not simply state that you meet the requirements of the job. Give examples which demonstrate how you meet each criteria.

If you do not address each selection criteria your application will not be considered.

5. Supporting information

Send supporting information with your Position Application form with evidence of your qualifications that you have included on your resume; referee names with current address and telephone numbers; current police check; working with children check and confirmation of Aboriginality for identified positions.

Late Applications

Late applications will not be considered for interviews.

Interview

Should you be invited to attend an interview, it is important that you plan and prepare adequately. In some instances, telephone interviews can be arranged depending on circumstances.

The interview provides us the opportunity to confirm your qualification, knowledge, experience and personal qualities against the needs of the position. It also provides you the opportunity to find out more about the position.

All interviews are conducted by a Selection Panel. The Selection Panel will ask you a number of questions to determine how well you meet the requirements of the job.

Bring any documents or examples of your work that you consider may assist with your application.

You will be notified of the results of your application.

Reference Check

Reference checks are used to supplement the final decision and may be conducted prior to, or after the interview.

Referees may be asked to provide information on your past employment and work performance, relevant to the requirements of the job.

Should you have any objection to this action, your concerns should be raised with the Selection Panel so that alternative arrangements can be made.

Position Description

Position Title: Transport Officer	Business Unit: Practice Team									
Reports To: Front Officer Coordinator	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. Collaborative work with the other teams to ensure that transport services are completed in a timely and effective manner when programs are not available 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>Front Office Coordinator</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	Front Office Coordinator	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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Key Accountabilities		
Key Result Area	Major Activities	Performance Measures:
1. Transport Services	<ul style="list-style-type: none"> • Transporting of patients to and from Durri 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 maintenance officer 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. 	<p>Achievement of Program KPIs:</p> <ul style="list-style-type: none"> • 100% clients arrive on time for scheduled medical booking: Feedback from manager/clients • 100% clients arrive on time for scheduled specialist booking: Feedback from manager/clients • 100% clients aware of Durri services: Client feedback • 100% clients requiring physical assistance are supported to access services: Key stakeholder and client feedback • Vehicles maintained and tidy – Manager, staff and client feedback • Compliance with vehicle operating procedures • Compliance with vehicle operating procedures
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 OH&S legislation and that any issues are identified and actioned in line with the policy. 	<ul style="list-style-type: none"> • Feedback from Manager and colleagues • Incidents reported and actions implemented
3. Compliance	<ul style="list-style-type: none"> • Comply with all relevant legislation and regulatory standards • Ensure current valid driver licence 	<ul style="list-style-type: none"> • Current Drivers licence on file

	<ul style="list-style-type: none"> • Ensure client and community confidentiality is maintained. 	<ul style="list-style-type: none"> • Zero incident reports recorded
4. Reporting	<ul style="list-style-type: none"> • Ensure compliance with fleet management policy and procedures, e.g. vehicle under hood checks, vehicle body checks, vehicle gauge checks, vehicle tyre checks, vehicle interior and exterior cleanliness checks completed. • Incidents reported in a timely manner, e.g. client matters, vehicle accidents, vehicle damage. • Statistical data recorded in timely manner and using approved data collection system. 	<ul style="list-style-type: none"> • Reports provided on time and complete
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 with operational 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. 	

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"> A current Australian class C unrestricted vehicle licence Strong level of interpersonal skills for written and verbal communication with health service agencies, non-government organisation, community groups and medical professionals at all levels Sound written and problem solving skills Ability to build relationships with all levels of the organisation and the community Ability to maintain confidentiality and to exercise tact, initiative and sound judgement Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands Ability to hold all relevant security clearances including National Police Check and Working with Children clearance Maintaining a good driving record Current First Aid Maintain a good knowledge of the region and the best routes.

Selection Criteria

- A current Australian class C unrestricted vehicle licence
- Strong level of interpersonal skills for written and verbal communication with health service agencies, non-government organisation, community groups and medical professionals at all levels
- Sound written and problem solving skills
- Ability to build relationships with all levels of the organisation and the community
- Ability to maintain confidentiality and to exercise tact, initiative and sound judgement
- Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands
- Ability to hold all relevant security clearances including National Police Check and Working with Children clearance
- Maintaining a good driving record
- Current First Aid
- Maintain a good knowledge of the region and the best routes.