



# DURRI

ABORIGINAL CORPORATION  
MEDICAL SERVICE

*With Compliments*

## Position Application Package

**Position Name:** Transport Officer - Female - Kempsey

**Position No (If applicable):** N/A

**Contact Name:** Alicia Stewart

**Telephone:** (02) 65602355

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

Durri Aboriginal Corporation  
Medical Service  
15–19 York Lane Kempsey NSW 2440  
P 02 6560 2300 F 02 6562 7069

Darrimba Maarra Health Outpost  
PO Box 131, 13/42 Bowra St  
Nambucca Heads NSW 2448  
P 02 6598 6800 F 02 6598 6833

## General Conditions of Employment

- Position:** Transport Officer - Female - Kempsey
- Position No (If applicable):** N/A
- Award:** ACCHO
- Classification:** Driver - Grade 2 - Level 1
- Salary:** \$54,043.60 per annum
- Award entitlements:** Uniform Allowance
- Identified positions:** Pursuant to Section 14 of the Anti-Discrimination Act 1977(NSW) Australian Aboriginality is a genuine occupational qualification for this position. Must provide Proof of Aboriginality from Local Land Council or Elders.
- Benefits:** 9.5% superannuation; salary sacrifice; training and development; employee assistance program; uniform supplied by employer.
- Employment clearances:** Selection criteria - see page 9
- Application:** Email to: [hr@durri.org.au](mailto: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:** Tuesday 31 March 2020 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.

For nearly 40 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 9.

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

<b>Position Title:</b> Transport Officer		<b>Business Unit:</b> Reception and Transport								
<b>Reports To:</b> Chief Executive Officer		<b>Direct Reports:</b> Executive Officer & Reception Team Leader								
<b>Primary Objective:</b>										
<p>This position is responsible providing a friendly and supportive transport service to patients. Key objectives include:</p> <ul style="list-style-type: none"> <li>i. Provide a professional and reliable transport services to patients;</li> <li>ii. Assist in the booking for the transport system</li> <li>iii. Collaborative work with the team members to ensure transport services are completed in a timely and effective manner for patients accessing the service, Allied Health Services and Specialists.</li> </ul>										
<b>Position Dimension &amp; Decision Making Authority:</b>		<b>Key Communication Contacts:</b>								
<p><b>Without referral to manager –</b></p> <ul style="list-style-type: none"> <li>• Routine enquiries from internal and external clients and the community</li> </ul> <p><b>After Consultation with manager or others –</b></p> <ul style="list-style-type: none"> <li>• Complex enquiries from internal and external clients and the community</li> <li>• Actions outside policies and procedures</li> </ul> <p><b>Referred to managers or others –</b></p> <ul style="list-style-type: none"> <li>• Operational and capital expenditure</li> </ul>		<table border="1"> <thead> <tr> <th>Contact/Organisation</th> <th>Purpose/Frequency of Contact</th> </tr> </thead> <tbody> <tr> <td>Reception Team Leader</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	Reception Team Leader	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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<b>Key Accountabilities</b>										
<b>Key Result Area</b>	<b>Major Activities</b>	<b>Performance Measures:</b>								
1. Transport Services	<ul style="list-style-type: none"> <li>• Transporting of patients to and from Durri AMS for medical treatment safely and in time for scheduled appointments.</li> <li>• Transporting of patients to and from specialists appointments safely and in time for scheduled appointments.</li> <li>• Continually providing high level customer service, information and general advice to patients.</li> <li>• Attending providing physical assistance to patients that require additional support.</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of Program KPIs</li> <li>• Feedback from patients, colleagues and external providers</li> </ul>								

	<ul style="list-style-type: none"> <li>• Coordination and management of cleaning, servicing and maintenance of all the transport vehicles.</li> <li>• Monitor the safety practices of the transportation service and regularly inform the Reception Team Leader on the performance of the service, the welfare of the passengers and any difficulties when transporting clients.</li> <li>• Accurately tracking vehicle usage to ensure that all documentation is maintained.</li> <li>• Answering and directing incoming calls to the correct staff member, providing support to the Reception team and where appropriate resolving problems in the first instance to ensure internal and external client satisfaction when not transporting patients of the service.</li> <li>• Ensuring the transport booking system is utilised for data and patient collection</li> </ul>	
<b>2. Team work and Collaboration</b>	<ul style="list-style-type: none"> <li>• Effectively collaborating with team members to ensure that the area is operating effectively and efficiently, while maintaining a harmonious team environment.</li> <li>• Ensure compliance with relevant WH&amp;S legislation and that any issues are identified and actioned in line with the policy.</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from colleagues</li> </ul>
<b>3. Compliance</b>	<ul style="list-style-type: none"> <li>• Comply with all relevant legislation and regulatory standards.</li> <li>• Ensure current valid driver's licence</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• WH&amp;S, EEO, confidentiality</li> </ul>
<b>4. Reporting</b>	<ul style="list-style-type: none"> <li>• Provide statistical and management reports to meet organisational and statutory requirements including analysis, reporting of results and supporting recommendations.</li> </ul>	<ul style="list-style-type: none"> <li>• Accuracy and timeliness of contribution to reports</li> </ul>
<b>5. Policy and Procedures</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Attend all mandatory training requirements and participate in staff performance reviews, including updated First Aid Certificate and participation in staff immunisation program</li> <li>• Compliance with and understanding of EEO Legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Provide consistent and high standards of compliance with policies and best practice</li> </ul>

Key Challenges:	Person Specification:
<ul style="list-style-type: none"> <li>Achieving transport requirements within required deadlines</li> </ul>	<p><b>Qualifications &amp; Experience –</b></p> <ul style="list-style-type: none"> <li>A current Australian class C vehicle licence.</li> <li>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</li> <li>Sound written and problem solving skills</li> <li>Experience and ability to build relationships with health service agencies, non-government organisations, community groups and medical professionals at all levels</li> <li>Strong interpersonal skills, including the ability to demonstrated empathy when required</li> <li>Sound level of numeracy and demonstrated attention to detail</li> <li>High written and verbal communication skills</li> <li>Ability to maintain confidentiality and to exercise tact, initiative and sound judgement</li> <li>Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands</li> <li>Ability to hold all relevant security clearances including National Police Check and Working with Children Check clearance</li> <li>Maintaining a good driving record</li> <li>Senior First Aid certificate or willingness to undertake</li> <li>Maintain a good knowledge of the region and the best routes</li> </ul>



## Selection Criteria

- A current Australian class C 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
- Experience and ability to build relationships with health service agencies, non-government organisations, community groups and medical professionals at all levels
- Strong interpersonal skills, including the ability to demonstrated empathy when required
- Sound level of numeracy and demonstrated attention to detail
- High written and verbal communication skills
- 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 Check clearance
- Maintaining a good driving record
- Senior First Aid certificate or willingness to undertake
- Maintain a good knowledge of the region and the best routes