

Community Transport - Driver

About Peppercorn Services

Peppercorn's vision is for a connected, healthy and inclusive Hawkesbury. We aim to reduce social isolation and maximise participation.

Our services are underpinned by our values of community, opportunity, responsive service, learning and leadership.

Since 2001 Peppercorn has provided services to a wide demographic of people across the Hawkesbury and surrounding areas. Our suite of services includes mobile preschools, family support, transport, community aged care and programs for community development.

Position Purpose

Community Transport Drivers ensure the clean, safe, reliable and comfortable transport of clients – our customers – to and from destinations using Peppercorn Community Transport vehicles.

Drivers are responsible for driving and operating vehicles safely, following the safety requirements of Transport for NSW, NSW RMS Road Rules, and the Policy and Procedures of Peppercorn Services including WHS systems.

Drivers have three key areas of responsibility:

- **Managing the Passenger Journey** which includes preparing the vehicle for service, managing the passenger manifest using the CTABS electronic passenger system, recording passenger data, safely transporting passengers to and from their homes, and returning the vehicle to the garage or depot;
- **Providing Assistance to Passengers** including aiding clients to get on and off vehicles, loading wheelchairs and walking frames, collecting fares, and providing guidance to clients at various destinations; and
- **Maintaining Safety and Compliance** including completing vehicles inspection records and checklists, following safety procedures, and reporting hazards.

Community Transport Drivers are part of our Customer Service Team, providing information about Peppercorn's transport and other services, and building relationships with our customers. Community Transport Drivers are patient, empathetic and offer a professional and courteous service.

Recommended Classification:

- Passenger Vehicle Transportation Award 2010
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Organisational Relationships

Reports to	Team Leader Community Connections
Peers	Other Transport Drivers and Customer Service Officers
Direct Reports	Nil. May supervise volunteer bus attendants

Collaboration and Communication

Key Contact	Relationship
Team Leader Community Connections	Frequent contact and reporting
Customer Service Officer – Dispatch and Scheduling	Frequent contact and reporting
Other Transport Team Members	Frequent contact, seek advice and assistance
Other staff	Advice and assistance as required
Clients, customers, public	Regular contact, provide advice and assistance

Programs

- Commonwealth Home Support Program (CHSP)
- Community Transport Program (CTP)
- Health Related Transport (HRT)
- Fee for Services in Home and Community Care Services (FFS)

Key Responsibilities and Accountabilities

Key Accountability Area	Specific Tasks and Responsibilities
Mission, Values and Behaviours	<ul style="list-style-type: none"> • Actively promote the Mission, Vision, Values and Strategy of Peppercorn Services. • Actively follow Peppercorn's Code of Conduct. • Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste. • Comply with Peppercorn Policies & Procedures. • Undertake other duties as required.
Relationships	<ul style="list-style-type: none"> • Willingly ask for help, guidance or insight from other workers. • Actively develop relationships with peers, other employees and volunteers, and stakeholders. • Contribute to team meetings that are purposeful, collaborative and documented with clear objectives and outcomes. • Ensure all interactions within the community portray Peppercorn as a professional and caring provider of services.
Managing the Journey	<p>Using Electronic Vehicle Run Tablet in Vehicle</p> <ul style="list-style-type: none"> • Log onto system using your Driver ID and accept safety message • Record vehicle odometer reading for vehicle • Retrieve passenger manifest and itinerary • Review passenger home addresses and destinations. If necessary consult Tablet Map, Google Maps on vehicle phone, or Gregory's Maps in glovebox <p>Using Manual Paper-based Runsheet</p> <ul style="list-style-type: none"> • Collect Passenger Runsheet and ensure details of request are fully understood before leaving the depot. • Review passenger home addresses and destinations. If necessary consult Google Maps on vehicle phone, or Gregory's Maps in glovebox. <p>During the Journey</p> <ul style="list-style-type: none"> • Ensure all stops and journey starts are recorded correctly • Ensure passengers are matched to passenger manifest and record No Shows and At Door Cancellations. • Follow all procedures for recording leaving garage, picking up client, collecting fare, recording No Shows or Cancellations, dropping off client, making changes to your journey, returning to garage and completing run

<p>Provide Assistance to Passengers</p>	<p>Provide safe and courteous transport for passengers</p> <ul style="list-style-type: none"> • Where passenger mobility is limited, assist passenger to get into vehicle and assist with seatbelt • Safely stow walking frame, wheelchair and shopping bags • Collect fare and record payments • Provide guidance and directions as necessary to access clinic, facility or hospital or other buildings at destination • Advise passengers where and when pickup will occur for return journey
<p>Maintaining Safety and Compliance</p>	<ul style="list-style-type: none"> • Notify office as soon as possible if unable to carry out shift. • Accurately complete Manifests on Tablet or Paper, Timesheets and any other reporting forms as required • Ensure follow up bookings are referred to Coordination Team. No arrangements are to be made directly with the client • Drive allocated buses along specified routes. Use judgement as necessary to alter routes for safe access or avoidance of traffic • Drive vehicle economically and carefully • Provide information to Coordination Team of any issue which may affect the scheduled service • Follow all road rules. Do not use mobile phones when driving. • Follow all safety procedures for accidents and emergencies • Report all passenger incidents and injuries • Complete vehicle pre-departure and post-journey checks • Report any damage, defect or required repairs in the defect book • Advise the Coordination Team of any risks or hazards or impediments to safe transport that arise at the client's home, during the journey, or at the destination (e.g. road works, changed traffic conditions, accidents) • Report any matters about your driver licence or driver authority (including traffic offences and criminal charges). • Report any issue that may affect your fitness to drive. • Participate in training and staff meetings as required • Maintain the vehicle in a clean condition <ul style="list-style-type: none"> ○ Sweep out the vehicle during journey breaks as necessary ○ Clean vehicle at end of day
<p>Service Promotion</p>	<ul style="list-style-type: none"> • Support the gathering, preparation and collation of customer/client stories and reports of positive impact of community transport

	<ul style="list-style-type: none"> • Support attendance at Service Expos and promotions if requested • Report on service promotion activities as required
<p>Continuous Quality Improvement</p>	<ul style="list-style-type: none"> • Actively participate in the development, implementation and evaluation of quality improvement strategies to ensure that quality standards and service goals are met. • Identify ineffective and/or inefficient processes and recommend improvements. • Regularly update skills through self-directed training • Actively participate in the development and review of Peppercorn Policies & Procedures. • Ensure feedback, complaints, incidents and compliments are reported, responded to and reviewed in accordance with relevant policies and procedures.
<p>Compliance</p>	<ul style="list-style-type: none"> • Comply with the requirements of Peppercorn Policies & Procedures. • Ensure the accuracy of all data captured and reported.
<p>Professional Development</p>	<ul style="list-style-type: none"> • Attend regular supervision and annual performance reviews with direct line supervisor. • Actively engage with professional development activities as approved or instructed by direct line supervisor. • Participate in mandatory training and undertake professional development opportunities when presented.
<p>Work Health & Safety</p>	<ul style="list-style-type: none"> • Participate in keeping the workplace safe and healthy • Comply with all instructions given for your own safety and health and that of others, and follow safe work procedures. • Cooperate with management in fulfilling legislative obligations • Take reasonable care to ensure your own safety and health and that of others, and to exercise a duty of care to clients, the public and to other employees • Report any injury, hazard or illness immediately as practical • Do not place others at risk by any act or failure to act. • Do not wilfully or recklessly interfere with safety equipment • Ensure personal adherence to WHS policies and procedures.

Key Selection Criteria

Essential	<ul style="list-style-type: none"> • Demonstrated ability to use a computerised booking system • Demonstrated ability to drive a car safely as shown by RMS Driving Record • Geographical knowledge (or map reading skills) of the Hawkesbury, Nepean, and Blue Mountains LGAs • Ability to work respectfully with people, especially elderly and frail, including those from culturally and socially diverse backgrounds • Demonstrated ability to remain calm in traffic or when facing changed road conditions • Demonstrated general computer literacy and ability to use a tablet and/or smartphone
Desirable	<ul style="list-style-type: none"> • Working knowledge of the Routematch Transport Software (CTABS) • Experience in Community Transport, other community service organisations, or other non-profit agencies • Experience or understanding in working with social support services and clients, community transport, and volunteers

Qualifications, licences and registrations

Essential	<ul style="list-style-type: none"> • Current NSW Drivers Licence, Class LR (minimum) • Bus Driver Authority • Valid Working with Children Check clearance – employed • Current First Aid Certificate
Desirable	<ul style="list-style-type: none"> • Relevant Qualifications such as Transport Logistics, Community Services, Customer Service • Prior management of vehicle fleets

Other position requirements

<p>Essential</p>	<ul style="list-style-type: none"> • A National Criminal History Check must be completed and cleared before employment may commence • A medical examination by a GP may be required to produce a Fitness to Work Certificate against the Functional Assessment of the role (minimum requirements: ability to lift 15kg)
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Respect for all people in all situations • Personal initiative to solve problems • Readiness to learn and adapt to new procedures • Takes personal responsibility for safe workplace behaviour. • Desire to make a positive difference every day. • Willingness to maintain technical skills required by role • Actively manages fatigue when driving

Acknowledgement:

I accept the position description as stated above and understand that this position description forms part of my employment agreement.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that this position description will be reviewed annually at the time of my performance review to ensure it accurately reflects the needs of the business.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of Peppercorn, subject to them being within my capacity, capability, expertise, skills and knowledge.

Print Name: _____

Signature: _____

Date: _____ / _____ / _____

Manager Name: _____

Signature: _____

Date: _____ / _____ / _____