

ABLE AUSTRALIA POSITION DESCRIPTION



Updated: February 2019

Position Title: Transport Allocation Officer
Reports To: Team Leader – Jimboomba and Southport
Employment Type: Permanent Full Time
Work Location: Jimboomba, Queensland

State	Industrial Agreement	Job Classification
Queensland	SCHADS Award	Level 2

Job Purpose:

The Allocations Officer is responsible for the daily operations of community transport in their surrounding region. Key accountabilities include client management, scheduling of drivers and vehicle allocation and the provision of information regarding transport and social inclusion activities to the wider community

To undertake the role effectively, the Transport Allocation Officer works collaboratively, sensitively and professionally with a broad range of stakeholders, including employees, volunteers, service users, carers, external organisations and senior management

Key Result Areas

Primary Duties & Responsibilities

These KRAs are achieved when undertaking the following specific duties:

- Work within the philosophy, policies and procedures of Able Australia ensuring transport and social inclusion activities are consistent with this framework
- To operate under the guidance of relevant funding agreements ensuring compliance to provided outcomes and service standards
- Contribute to the development of set objectives and assisting volunteer staff to achieve goals
- Provide assistance to maintain Able Australia's site specific motor vehicle fleet in consultation with the National Fleet Coordinator, such as general vehicle maintenance and fuel usage
- Maintain safe driving record to ensure training and support is provided to Transport team
- Provide assistance and support to the Team Leader as required
- Facilitate training for volunteer drivers, and assist with the ongoing support of volunteer drivers and office volunteers (e.g. Booking Officers), including driver meetings, volunteer forums and recruitment
- Possess a clear understanding of the Commonwealth Home Support Program Guidelines (CHSP)
- Ability to engage with a broad range of people including the elderly, people living with disabilities, carers and those from a non-English speaking backgrounds.
- Assist senior management in providing a safe, reliable service and office environment and to report incidents pertaining to Work Health and Safety as well as vehicle events
- Attend relevant team meetings and professional development as requested
- Understand and acknowledge duty of confidentiality and to ensure no disclosure to any unauthorised person confidential information of the employer
- Any other duties consistent with position requirements.

Essential Skills

Technical (Doing skills – job-related knowledge, policies, procedures, techniques)

- Recent experience and competency in the use of computer technology, including the Microsoft suite of programs and a working knowledge of operational database software systems (Carelink)
- Well-developed verbal and written communication skills and organisational skills

ABLE AUSTRALIA POSITION DESCRIPTION

- Well-planned, professional and organized
- Ability to undertake preparation of reports
- Efficient, timely and able to balance multiple tasks
- Proficient in data entry, windows Based software Package

Human Relations

- Positive attitude with internal and external stakeholders at all times
- Reliable, willing to take initiative
- Drive to complete tasks on time
- Able to perform in a team environment

Essential Personal Attributes

- Attitudes – positive attitude; understands disability issues (e.g. client rights, independence, QOL, etc.)
- Recognise, respect and respond to the rights of people we support
- Self-management - take responsibility for your own behaviour and well-being
- Ability to adapt to, promote and manage organisation change
- Highest regard for confidentiality
- Collaborative team player - works well with others, by doing what is needed to strive for a common goal
- Respect – workers & clients
- Personal judgement and flexibility – Demonstrate you possess these inherent characteristics

Qualifications

Computer literacy – advanced MS Office, and other systems (e.g. Carelink+)

Accreditations and technicalities – Certificate II Business or equivalent experience

Essential screening criteria

- National Police check (NPC)
- Current Queensland Driver's Licence
- Obtain Restricted Drivers Authorisation
- Current First Aid Certificate
- Current Police Checks /yellow card if required

Performance Review:

This position description broadly outlines the requirements of the role. All Able Australia positions also require a specific performance agreement – a set of key result area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee's manager.

I, _____ have read, understood and agree to comply with this position description.

Signature: _____ Date: _____