



South Port Day Links (SPDL) Position Description Community Transport Coordinator

1. South Port Day Links

SPDL is an innovative community service provider that through the DayLinks community transport program utilises volunteer drivers to provide transport to older people, people with disabilities and those that care for them, access the community.

2. Position Objective

The Community Transport Coordinator is responsible for ensuring delivery of the DayLinks community transport service to residents within the City of Port Phillip as per the duties outlined in the position description.

3. Key Responsibilities

Transport Scheduling

- Utilising the TRIPs scheduling software, complete transport driver schedules to deliver the DayLinks community transport program. Training Provided.
- Communicate effectively and liaise as required with clients, volunteers and service providers re daily schedules.
- Coordinate Casual Transport staff to support the completion of schedules or other duties associated with the position as required

Client Assessment and Support

- Complete the telephone assessment of client's eligible to use the service.
- Register clients onto the TMA database.

Policy and Procedures

- Coordinate and operate the DayLinks service in accordance with SPDL policies and procedures.
- Apply the Home Care Quality Standards to the service.

Records Management

- Ensure client records are entered accurately and maintained in the TMA data base.
- Complete the monthly verification of trips and the reconciliation of client donations.

Fleet Management

- Coordinate the fleet maintenance of SPDL four vehicles. Including, accident claims, repairs, safety checks and rostering of volunteers to maintain the clean state of the vehicles.
- Coordinate and liaise with the City of Port Phillip re community bus bookings
- As required, attend meetings of the Transport Sub Committee

Additional Duties

- In liaison with the Bookkeeper, ensure invoices are raised for fee for service activities
- Manage petty cash, client donations and volunteer allowances.
- In liaison with reception volunteers coordinate the monthly Betty's Bus Trip recreation program.
- Follow up driver feedback forms

Higher Duties

- As negotiated with the provision of additional hours, backfill in the absence of the Volunteers Program coordinator and assist the General Manager in the coordination of other SPDL projects.

4. Organisational Relationships

Reports to: General Manager

Internal Liaisons:

Volunteers
Bookkeeper
SPDL Team Members
Committee of Management

External Liaisons:

DayLinks Clients
City of Port Phillip
Star Health
Medical and Allied Health Clinics
Elwood St Kilda Neighbourhood Learning Centre
Seniors Groups and Community Organisations
Car Fleet Management

5. Accountability and Extent of Responsibility

- Demonstrate accountability, responsibility and self-management in the position
- Ensure the role is undertaken in a manner that is compliant with SPDL policies and procedures, for example, OHS, Appropriate Behaviors, Privacy and Confidentiality
- Application of the National Standards of Volunteering

6. Judgment and Decision Making

- Demonstrates timely, informed decisions that take into account the facts, goals, constraints, and risks.
- Makes judgments and decisions consistent with, as outlined in the position description

7. Specialist Skills and Knowledge

Clients and Volunteers

- Possess an understanding and empathy for the needs of people who are frail aged; for people who have a disability and those that care for them.
- Demonstrated ability to work harmoniously with and support a diverse volunteer workforce in a manner that enhances their skills and sense of self-worth, maintaining a culture that encourages their participation.

IT, Organizational and Administrative Skills

- Excellent IT skills, conversant with Microsoft suite of packages and demonstrated aptitude to learn new computer software and gain competence in TMS TRIPS Software
- Accurate administrative and logistic skills
- Attention to detail

Communication Skills

- Ability to communicate effectively with volunteers, older people, people with a disability, carers and people from diverse backgrounds.
- Excellent customer service skills and ability to take clear, correct, and concise messages
- Accurate written skills

Management Skills

- Demonstrated ability to develop a work plan and implement the required actions
- Establish priorities and use time efficiently
- The ability to respond appropriately to emergency situations
- The ability to negotiate with volunteers, staff and clients

Values and Interpersonal Skills

- Possess a strong sense of personal responsibility, integrity and reliability
- Possess a caring attitude that demonstrates respect for the needs of diverse community members
- Act as a respectful and trustworthy member of a team

8. Qualifications and Experience

- Relevant qualifications and or experience in community services, aged care, administration or related discipline
- Experience and application of I.T. skills in the workplace, demonstrated ability to learn and apply new software packages
- An understanding of working with and supporting volunteers
- Ability to work with older people, people with a disability and their carers
- Excellent administration and time management skills

9. Award and Conditions

As per Social, Community, Home Care and Disability Services Industry (SCHCADS) Award 2010, Level 3.4 \$56,474 pro rata, \$28.56 per hour and salary packaging.

10. Hours and Availability

SPDL business hours are from 8 to 5p.m. weekdays, the incumbent in the role will need to be available to work Monday to Friday 1.00 to 5p.m. and on occasion be available to work flexible hours.

The position is for a minimum of 20 hours per week, additional hours are available to assist the incumbent in the position depending on workloads as required.

11. Key Selection Criteria:

- Relevant qualifications and or experience in community services, aged care, administration or related discipline
- Ability to work collaboratively and communicate effectively with volunteers, clients and people from diverse backgrounds
- Excellent I.T skills, ability to learn and apply new software packages in the workplace
- Demonstrated administration and time management skills
- Ability to develop schedules, rosters or templates
- Able to work as a trustworthy member of a team with integrity and reliability

12. Additional Requirements

- Successful Completion of a national police check
- Hold a current Victorian drivers licence

I _____ (name) have read and understand the requirements of the position description in relation to the undertaking my role with South Port Day Links Inc.

Signed Employee

Name: _____ Signed: _____ Date: / /

Signed General Manager

Name: _____ Signed: _____ Date: / /