

Position Title:	Transport Officer
Supervisor:	Clinic Manager / Clinic Team Leader
Classification	Driver Grade 2
Salary:	Base Salary: \$50,505 - \$54,652 Total Salary: \$56,323 - \$60,947 (Note: Total salary includes leave loading and superannuation)
Location	Various Clinic Locations
Date Reviewed	October 2017

SUMMARY OF POSITION:

The Transport Officer is one of the first points of contact for clients of Danila Dilba Health Service, and is responsible for the day to day transportation of Danila Dilba Health Service clients to and from appointments.

OVERVIEW OF DANILA DILBA HEALTH SERVICE (DDHS) AND THE WORK ENVIRONMENT

Background

Established in 1991, Danila Dilba Health Service (DDHS) is a community-controlled organisation providing comprehensive primary health care services to Biluru communities in the Yilli Rreung Region of the Northern Territory.

The mission of DDHS is to improve the physical, mental, spiritual, cultural and social wellbeing of its clients through innovative comprehensive primary health care programs that are based on the principles of equity, access, empowerment, community self-determination and inter-sectoral collaboration.

PRIMARY RESPONSIBILITIES:

Strategic Imperatives

Awareness and understanding of DDHS strategic plan

Contribute in developing and implementing strategies towards the transportation needs of Danila Dilba Health Service clients.

Service Delivery

Plan transport route to ensure that an efficient and effective timetable is kept

Enforce a time limit of no longer than 5-10 minutes per client (this may need to be longer for frail, aged or disabled clients)

Assist where required frail, aged or disabled clients to and from their premises to the bus, and from the bus into the service area (e.g. clinic)

Communication and Teamwork

Liaise with the Supervisor and Receptionists each afternoon, to establish client list for the following days transport requirements.

Develop and maintain effective relationships internally and externally to DDHS

Be responsible to maintaining your own professional work ethics and participate in staff meetings.

Information Management

Consistent and regular entry of transport data into the Patient Information System

Maintain client confidentiality at all times

Performance

Complete an annual Work Partnership Agreement with 6 monthly review

Demonstrate responsibility for your own development through participation in all learning opportunities

Actively model DDHS' Code of Conduct Policy and demonstrate appropriate and professional workplace behaviours, provide assistance to team members as required and undertake other key responsibilities or activities as reasonably directed

Safe Practice and Environment

Maintain clean and hygienic vehicles

Conduct all activities in a manner consistent with national health accreditation standards, DDHS Occupational (Work) Health and Safety Policy and procedures

Proactively address WH&S hazards, incidents and injuries, adhere to cold chain management and infection control processes

Quality

Identify and make recommendations on opportunities to improve processes, quality and service delivery outcomes.

Participate in the development of quality procedures and contribute to internal and external program reviews as required.

Implement and follow the DDHS incident and complaint investigation policies to ensure feedback drives service delivery improvements.

SELECTION CRITERIA:

Essential:

1. Current NT drivers licence with a minimum of C Class;
2. Sound oral and written communication skills with the ability to communicate effectively with people from a wide range of cultural and social backgrounds;
3. Demonstrated computer literacy, with experience using Microsoft Office Suite;
4. Reliable and punctual with excellent time management skills and the ability to work in a busy environment, cope with pressure and prioritise workload effectively;
5. Ability to operate effectively within a team as well as an ability to work unsupervised, and to be proactive and show initiative within the workplace;
6. Awareness of and sensitivity to Aboriginal culture and history

Desirable:

1. Experience working in the transport industry as a Transport Officer or similar;
2. Knowledge of the Darwin and Palmerston region, with the ability to navigate these areas easily when transporting clients.

Appointment Factors: (Appointment is subject to)

1. A Criminal History Check;
2. Ability to obtain a Working with Children Clearance (Ochre Card);
3. Current First Aid and/or CPR certificate or the preparedness to gain one

Approved:

Rodger Williams

Deputy Chief Executive Officer

Date: ____ / ____ / ____

Reviewed by:	Clinic Team Leader	October 2017
Approved by:	Chief Operating Officer	October 2017
Review due by:	Clinic Team Leader	October 2019