

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Transport Assistant Volunteer</b>
<b>Location:</b>	Engadine Office
<b>Reports to:</b>	Transport Supervisor

### PRIMARY OBJECTIVES OF THE POSITION

Reporting directly to the Client Services Manager, the primary objectives of this role are to:

- Provide a safe, reliable and friendly door to door transport service;
- Provide and promote Person Centred Care to enable Clients to remain independent, allowing them to stay in their own home longer;
- Assist Clients, as required, ensuring they are looked after and feel they have received a caring and personalised service; and
- Observe Risk Management in all areas of work.

### KEY RESPONSIBILITIES AND DUTIES

Reporting to the Client Services Manager, the Transport Assistant is responsible for the following duties:

#### Service and Communication:

- Assist clients, as required, to and from vehicles;
- Provide clients with product and service information to help promote their independence;
- Notify Client Services Manager of any client needs or changes as soon as practicable;
- Resolve or escalate client complaints;
- Identify and escalate priority issues;
- Assist Driver to maintain a clean and tidy vehicle at all times;
- Notify Schedulers of any discrepancies with transport runs or timeframes;
- Report all incidents or areas of concern to the Client Services Manager as soon as practicable and complete required documentation as per the organisation's standard operating instructions; and

- Liaise with clients and Client Services Manager to provide exemplary internal and external customer service.

**Education and Qualifications:**

- Current First Aid & CPR, an advantage;
- Manual Handling training, relevant to the role and advantage;
- Experience within a customer service focused environment an advantage.

**Knowledge:**

- Well-developed written and verbal communication skills;
- Ability to quickly learn the organisation's mobile phone, car tablet and email processes;
- Highly developed interpersonal skills, with a strong focus on provision of quality customer service;
- Well-developed people and relationship skills with ability to work in a team environment thus contributing to a positive work environment.

Please sign to acknowledge that you have read and accept the requirements included in this Position Description.

Volunteer's Name: \_\_\_\_\_

Volunteer's Signature: \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Date received by Corporate Services Assistant: \_\_\_\_/\_\_\_\_/\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_