



## Position Description

### Transport Officer

Position Title	Transport Officer
Location	Sunshine Coast; travel required across NCACCH service region/s
Employment Status	Casual
Position Report To	Practice Manager
Position Responsible for	Nil
Remuneration	Dependent on qualifications & experience Salary sacrifice entitlement available Employer contribution to superannuation (12.75%)
Application Opening Date	N/A
Application Closing Date	N/A

#### NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for Aboriginal and Torres Strait Islander community members and their families. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide "Closing the Gap" health status improvement initiatives

***Our Vision: To 'close the gap' in the health status of Aboriginal and/or Torres Strait Islander people through a holistic approach to patient health and wellbeing.***

## Purpose of the Position

The NCACCH Transport Officer is part of the of the Health Services team and reports directly to the Practice Manager and at times.

The NCACCH Transport Officer is responsible for the provision of a high standard of customer service, courteous and safe transportation for eligible NCACCH patients, supporting engagement with Aboriginal and Torres Strait Islander community and their families and other relevant stakeholders.

The NCACCH Transport is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCHs values and Code of Conduct. In addition, this position works under the direction of the Practice Manager to ensure NCACCHs business objectives are met through robust and effective support systems and activities to support continuous improvement through encouraging innovation and best practice, within NCACCHs current quality management systems.

## Selection Criteria

### Essential:

- Demonstrate an excellent driving record for the last five years with knowledge and understanding of Road Traffic Regulations
- Ability to read and use maps and street directory i.e GPS Electronic Navigation Systems
- Ability to understand transport schedules and coordinate efficient transport appointments in line with patient needs
- Ability to communicate, engage, work and actively contribute to a team and to work autonomously as required
- Demonstrated ability to prioritise and organise workload
- Demonstrate empathy for people who are frail, aged, and/or disabled
- Experience in contributing to compliance with 'best practice' approaches in clinical practice, clinical policies, systems and procedures
- Demonstrated high-level computer skills, web-based programs and applications including Microsoft Office Suite and aptitude to learn other relevant software systems
- Demonstrated ability to meet targets and performance outcomes

***Please note: Under s25 of the Anti-Discrimination Act 1991 (Qld), it is a genuine occupational requirement for the incumbent to be an Aboriginal and/or Torres Strait Islander person.***

### Desirable:

- Previous experience in an Aboriginal and Torres Strait Islander Community Controlled Health Service or similar
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Gympie and/or Sunshine Coast regions
- Sound knowledge and experience working with an electronic Patient Management System e.g. MMEX

- Sound level understanding of the health, social and emotional wellbeing needs of Aboriginal and Torres Strait Islander people in rural, regional and urban settings
- Knowledge of local, state, and national health policies, resources, and organisations

**Mandatory Qualifications/ Professional Registrations and Licences**

- First Aid & CPR Certificates
- Satisfactory Police Check – no Serious/Criminal/Court Record
- Current C Class Drivers Licence (QLD) and clean driving record
- Current Suitability 'Blue Card' for working with children and young people

**General Role Requirements**

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

**Mandatory Vaccinations**

- Full vaccination against COVID-19 as per NCACCH policy. Evidence that is required for this includes myGov record or immunisation history statement.

## Position Responsibilities

### Patient Transport/Deliveries

- Timely pick up and transporting of patients to and from their home to the medical clinic and/or other medical/health appointments, as scheduled, outside of the medical clinic
- Provide patients with respectful and courteous transport services
- Ad hoc and emergency pick up of patients and/or delivery of packages as requested by Practice Manager
- Timely pick up of patients for NCACCH program and/or any other activity as requested
- Maintain a record of all journeys/pickups in line with NCACCH policy and procedures

### Office Support and Administration

- Submit transport record sheets to the relevant administration officer/s ensuring accuracy of transport data/information
- Work in conjunction with the administration team for changes in appointment scheduling and reflecting this in transport data

### Vehicle Maintenance and Administration

- Responsible for maintaining cleanliness of vehicles and working in collaboration with the Practice Manager to ensure maintenance of vehicles and reporting of any damage immediately
- Ensure record books are documented accurately and used on a daily basis in line with NCACCH policies and procedures
- Operation of vehicle and use of petrol card to be in line with established policies and procedures

### Relationship Management

- Foster productive working relationships with other NCACCH staff in the delivery of seamless support services
- Advocate and provide direct support regarding the benefits of increased access to local service providers and participation in NCACCH programs and/or activities
- Distribute relevant program information
- Encourage cross-functional collaboration to achieve the best outcome for the organisation
- Champion NCACCHs expected behaviours and values both internally and externally to the wider community

### Information Management

- Undertake reporting activities together with other relevant documentation within the scope of your role
- Maintain the information flow that supports reliable data and documentation in your area of responsibility

- Participate in business planning processes, policy and procedure formulation and improvement within your area of responsibility

#### **Excellence**

- Seek to understand your role within NCACCH
- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check- ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

#### **Safety**

- Report any work related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH's Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH's policies and procedures
- Carry out your duties safely in accordance with your ability and competence

#### **Legal Obligation:**

- All relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence and training at any time.

**Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.**

**NCACCH reserves the right to vary the Position Description.**