CTST / Area Connect Driver

Overview

Business Area	Operations
Department	Area Connect / Logistics
Position Classification	Vehicle Transportation Award, Grade 3
Number of direct reports	Nil
Immediate Manager	Regional Coordinator / Local Coordinator / Senior Coordinator Logistics
Manager-one-removed	Operations Manager Area Connect

About CTST

At CTST, our vision and purpose are to provide affordable services to support people to live well and connect with their community, we want to ensure that everyone has access to the community services we provide.

The needs and experience of each individual is our primary focus when making decisions about their services and the safety and wellbeing of our people and our consumers is our priority. We are cooperative and collaborative because we believe that collective impact gets the best result and we show our respect for our consumers, our people, and our partners by striving for the highest professional standards in everything we do.

Role purpose

The CTST / Area Connect Driver is responsible to provide professional, high quality and safe services to consumers in their local area. This may include CHSP, HACC and HCP consumers, job seekers and members of the community participating in training and education activities or seeking transport.

Reporting to CTST Senior Coordinator Logistics, Area Connect Regional Coordinator and Area Connect Local Coordinator, the CTST / Area Connect Driver will interact closely with passengers, community organisations, CTST and other Area Connect colleagues.

Legislative Knowledge and Understanding

- Fair Work Act 2009
- Aged Care Act 2024
- Aged Care Quality and Safety Commission Act 2024
- Aged Care Quality Standards
- Privacy Act 1998
- Personal Information Protection Act 2004
- Anti-Discrimination Act 1998
- National Disability Insurance Scheme Act 2013 and National Disability Insurance Scheme Amendment 2024

- Workers Rehabilitation and Compensation Act Tasmania 1988
- Workplace Health and Safety Act Regulations 2011
- Poisons Regulations 2018
- Relevant Industrial Awards and Agreements
- Public Transport Operator Accreditation Regulations

Role Accountabilities

Leadership

- Promote values that reflect the spirit and purpose of CTST
- Lead by example to maintain a supportive organisational culture
- Foster a strong consumer-centric service culture
- Uphold and support equity and diversity principles through all areas of the organisation
- Demonstrate emotional maturity, cultural awareness and flexibility in all dealings

Technical

- Operate Area Connect and CTST vehicles as directed in a safe manner with specific consideration for the needs of passengers.
- Always ensure secure stowage of all items during transit to ensure the safety of all passengers
- Maintain a professional and appropriate relationship with passengers, employees and the general public at all times.
- Ensure accurate completion of all pre-departure and other relevant documentation in accordance with procedures.
- Interpret a "run sheet" and advise the Regional/Local Coordinator of any concerns
- Follow established procedures for record keeping and reporting and collect fares when required.
- Maintain the highest standards of cleanliness in respect to allocated vehicles, office spaces and equipment
- Liaise with CTST offices to ensure vehicles are always maintained in a safe operating condition, and immediately report any damage or malfunction of the vehicle
- Attend meetings and participate in service delivery review, development, and continuous improvement of the service
- If Area Connect, communicate referrals to Local and Regional Coordinator for "Wrap
- Around" Supports
- Maintain accurate service data records

Health, Safety & Wellbeing

- Adhere to all CTST health, safety and wellbeing policies and procedures
- Contribute to a safe workplace through a demonstrated commitment to safety improvements
- Report all safety risks, incidents and hazards in a timely manner
- Actively promote a positive approach in the workplace to enhance health and wellbeing

Financial

o Ensure company all Company assets are treated with care and utilised for the intended purpose

Compliance

o Maintain an up-to–date knowledge of legislative and regulatory compliance to ensure that requirements are met
o Ensure CTST's ongoing compliance with Aged Care Quality & Safety Commission, NDIS Practice Standards, Passenger Transport Accreditation and other essential quality standards
o Ensure that the highest standards of privacy and confidentiality are maintained at all times

Attributes that will help you succeed

ESSENTIAL

Technical Qualifications

o Experience in a similar role, responsible for the provision of transport or community services

Knowledge, Skills and Experience

o Demonstrated experience in the safe operation of passenger road vehicles of varying sizes, and confidence in using hand-held electronic devices and information technology
o High standards of professionalism and commitment to delivering exceptional standards of customer service
o Well-developed interpersonal with the ability to relate effectively with people at all levels
o Manage customer expectations and competing demands to achieve mutually beneficial outcomes
o Demonstrated ability to work autonomously with limited support
o Appropriate levels of physical fitness to undertake light to moderate manual handling tasks
o Ability to role model positive behaviours to participants, providing suggestions, advice, and open honest feedback where appropriate

DESIRABLE

o Previous experience in the public transport sector would be advantageous but not essential

Licences/Other Requirements

o Provision of a National Police certificate that meets the suitability requirements for unsupervised work in accordance with the Aged Care Act/ NDIS Act
o Must hold a current driver's licence
o Must hold a current registration to work with vulnerable people
o Must be an Australian Resident or hold an Australian Working VISA
o Intrastate travel will be required