



## POSITION DESCRIPTION

### POSITION SUMMARY:

<b>Position Title:</b>	Transport Officer		
<b>Department:</b>	Operations	<b>Location</b>	Palm Island
<b>Reporting To (Title):</b>	Practice Manager – Administration Services		
<b>Employment Status</b>	Full Time / Part Time / Casual	<b>Level</b>	L2
<b>Award</b>	Social, Community, Home Care & Disability Services Industry Award [MA000100]		
<b>Contacts and Critical relationships</b>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Executive Manager – Primary Health Service</li> <li>• Executive Manager – Community Services</li> <li>• Executive Manager – Corporate Services</li> <li>• Senior Manager – Community Services</li> <li>• Practice Manager – Administration Services</li> <li>• Practice Manager – Clinical Services</li> <li>• CEO</li> <li>• Corporate Office</li> <li>• Other PICC Services</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Clients</li> <li>• Queensland Health Services</li> <li>• General Community</li> </ul>		
<b>Organisation Structure</b>	<i>See Attachment</i>		

### ABOUT THE ORGANISATION

PICC is a not-for-profit organisation established in 2007 to provide a broad range of human and social services on Palm Island. It is a partnership between the Queensland Government, the Palm Island Aboriginal Shire Council, and the Palm Island community. PICC is also involved in the development and management of a range of community enterprises. PICC is an Aboriginal Organisation committed to community control principles and protocols of self-determination through the provision of whole-of life services for people of the Island that reach across generations.

PICC's vision is: A healthy, resilient, and productive Palm Island.

PICC's mission is: Quality integrated and responsive services that meet community need and are delivered by Palm Islanders.



## PURPOSE OF THE DEPARTMENT

The purpose of this position is to support the transportation needs of patients of the CFC, the Palm Island community Elders, and younger people with a disability and their carers by providing them with safe, reliable transportation services and to assist with a range of community activities/services provided by Palm Island Community Company Limited (PICC).

## THE ROLE

Reporting to the Practice Manager – Administration Services, this role is responsible for the ability to carry out transportation duties with limited supervision and co-operatively participate as a team member when required. As the Transport Officer, you are also responsible to maintain transportation equipment, apply Workplace Health and Safety Standards especially with transportation equipment. Awareness of the need for security in relation to vehicles, rooms/buildings, personal property and equipment.

## TECHNICAL DUTIES

KEY RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Assist PICC patients and clients as required during travel to/from the CFC, outings, activities or programs and at all times provide courteous, caring customer service	•
Monitor the safety of patients/clients at all times and report and concerns to the Palm Island CFC Manager	•
Ensure that the PICC vehicles are kept clean and tidy at all times and that fuel levels are maintained	•
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Ensure relevant logbooks and statistics are maintained and updated at all times	•
Assist with individual transport if available	•
RESPONSIBILITIES GENERAL – ALL EMPLOYEES	KEY PERFORMANCE INDICATORS
Participate in Workplace Health and Safety training and activities and Risk Management Planning activities	• Training and other activities recorded



Record incidents and near-misses in line with practice policy	<ul style="list-style-type: none"> <li>• Incident reports recorded</li> </ul>
Practice duty of care including meeting practice standards and accountability	<ul style="list-style-type: none"> <li>• Evidence of compliance in audits</li> </ul>

## NON-TECHNICAL DUTIES

RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Communicates with professional language to a range of people at all levels of organisations and community	<ul style="list-style-type: none"> <li>• Ability to communicate on all levels with all Corporate and Senior staff members, direct reports, Clients and Visitors</li> </ul>
Understands, works and communicates effectively with Indigenous people.	<ul style="list-style-type: none"> <li>• Shows a understanding of the indigenous and Palm Island cultures, builds strong working relationships</li> </ul>
Write clear and concise reports as required	<ul style="list-style-type: none"> <li>• Provides clear oral reports with relevant facts and processes explained</li> </ul>
Engages in formal training when required.	<ul style="list-style-type: none"> <li>• Attends and completes training</li> </ul>
Able to maintain confidentiality and consult, negotiate and provide authoritative information and advice as required	<ul style="list-style-type: none"> <li>• A proven knowledge of current legislation requirements with a medical practice</li> </ul>
Adhere to the Code of Conduct of the Palm Island Community Company in a manner that is consistent with both its spirit and intent	<ul style="list-style-type: none"> <li>• Adheres to and is an advocate of the PICC code of conduct</li> <li>• Leading by example</li> </ul>
Provide a positive contribution to the team through participation team meeting and team-based work processes	<ul style="list-style-type: none"> <li>• Resolve conflict and participate equitably in positive and successful teams</li> </ul>

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. PICC can direct you to carry out duties which it considers are within your level of skill, competence and training. You will be required to perform other duties/tasks as required by your Line Manager.



## SELECTION CRITERIA

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### Mandatory:

1. All Palm Island Community Company employees must be eligible to hold a Working with Children Check (Blue Card).
2. The applicant must hold a current "C" Class Driver's License (a current driving license must be maintained throughout the period of employment).
3. Possession of a first aid certificate or the ability to acquire a first aid and CPR certificate
4. Demonstrated flexibility, good organisational skills and a methodical approach to tasks.
5. Demonstrated ability to communicate sensitively and effectively with Palm Island community members and other employees.

### Desirable

1. Demonstrated ability to work with minimum or no supervision.
2. Demonstrated commitment to quality customer service.

## STAFF ACKNOWLEDGMENT

### **POSITION TITLE: Transport Officer - Palm Island**

This position has been accurately described, is current and has been explained by:

#### **Palm Island Community Company Representative:**

..... Date: ...../...../.....

*Signature*

**This position description is accepted with the full understanding of my obligations and authorities and I accept the responsibilities described herein:**

..... Date: ...../...../.....

*Signature (Employee)*

## DISTRIBUTION

- θ Signed original for employee personnel file
- θ Copy to employee

# ORGANISATIONAL STRUCTURE

