



**Providing safe, reliable transport for
the frail aged, younger people with
disability and their carers**

Recruitment Pack

Application Pack

Job title:	Service Delivery Officer
Reporting to:	Manager, Consumer Engagement
Award:	Social Community Home Care and Disability Award, 2010
Level	Level 3
Location:	Mortdale
Hours per week:	Full time

Thank you for your interest in St George Community Transport.

Our application pack is designed to assist you with information that will support your decision making regarding this position and also ensuring your application is tailored to our organisation.

It contains the following documents:

- Our selection process
- A Position Description
- Our Organisational Chart
- Our Vision and Mission
- Values and Commitment
- Our region

Additional information about St George Community Transport can be found on our website www.stgct.org.au

Please do not hesitate to contact Amalia Betihavas if you have any questions or queries about your application on 9585 3000 or via email amalia.betihavas@stgct.org.au



Selection of Merit

All appointments to St George Community Transport are based on merit i.e. each application is assessed on merit against knowledge, skills, experience, qualification and standard of work performance identified in the position description and advertisement.

The applicant who demonstrates the strongest fit against these selection criteria in their application and throughout the selection processes is recommended to the position.

The Application

In the Advertisement we have outlined the responsibilities, location and selection criteria of the position, which are documented in the Position Description as the knowledge, skills, abilities and experience that are required to perform the duties of the position.

Your application must address the essential and desirable criteria indicated in the position description. If you do not meet the essential requirements specified in the advertisement, or cannot clearly demonstrate that you meet the requirements, you will not be considered for the position. It is your responsibility to ensure this is clearly addressed in your application.

All applications will be held confidential and will be assessed for suitability after the closing date for applications.

To apply please address your application, marked **CONFIDENTIAL** to:

Human Resource Department
St George Community Transport
1/29-33 Pitt Street
MORTDALE NSW 2223
Or send to
amalia.betihavas@stgct.org.au

The Selection Panel

The selection panel is responsible for selecting the applicant best suited for the position. The selection is based on merit and must be based on the materials presented in writing, at interview and from references. The selected candidate will be the one who best satisfies the selection criteria.

Position Description

Job title:	Service Delivery Officer
Reporting to:	Manager, Consumer Engagement
Award:	Social, Community, Home Care and Disability Services Industry Award (SCHCADS Award)
Level:	Level 3.1
Location:	Mortdale
Hours per week:	Full time

OPERATING ENVIRONMENT

St George Community Transport (STGCT) is a not-for-profit organisation that is committed to improving the lives of its customers, by encouraging and facilitating their mobility, independence and sense of community.

STGCT is funded by Transport for NSW under the Commonwealth Home Support Program and the NSW Community Transport program.

PURPOSE OF THE POSITION

Responsible for the prompt, courteous and professional provision of all transport related services to eligible clients in accordance with policies and procedures.

Provide a safe, reliable and appropriate individual and group transport service for the client group: older adults, younger people with a disability and carers living at home in St George areas

RESPONSIBILITIES

1. Respond to client and potential client enquiries.
2. Assess and / or reassess clients wishing to access the service, ensuring that assessment of eligibility is carried out according to the appropriate guidelines.
3. Complete client bookings, modifications, cancellations, and confirmations accurately.
4. Ensure ongoing consumer case notes are accurate and up to date.
5. Maintain the Client and Bookings systems accurately and in a timely manner.
6. Listen to consumer recommendations and reflect in the service provision by taking into account individual interests, cultural & personal preferences and capabilities
7. Prepare and issue client allocation/scheduling/driver run sheets in a timely manner.
8. Verify all trips accurately and in a timely manner.

9. Balance and record transport banking.
10. Document taxi voucher allocation and reconciliation in accordance with policies and procedures.
11. Participate in Service promotion as appropriate.
12. Adhere to all STGCT Policy and Procedures and relevant legislative standards.
13. Assist the manager by providing data and other information to support the creation of services, budgets, client documentation
14. Any other tasks relevant to the role as directed by the Manager.

Administration

- Actively dispatch to prioritize effective & efficient transport services.
- Allocate trips efficiently and effectively and within rostering budget.
- Promptly and accurately register feedback, incidents, hazards and other information that requires an action or represents official business into STGCT's Quality Management system, (Logiqc) in accordance with approved protocols and standards

Quality and Risk

- Conduct regular WHS inspections of immediate work area and take necessary corrective action
- Promote WHS with workers, contractors, volunteers and the public.
- Ensure as far as is reasonably practicable reported hazards and other WHS issues are dealt with immediately or discussed with Managers without delay

SELECTION CRITERIA

Mandatory qualifications

- Cleared NDIS Worker Screening Check
- Maintain eligibility to work in Australia

Essential experience or skills

- Qualification in community or relevant discipline and / or previous experience of working in a similar role for a minimum of 2 years
- Experienced in the use of the Microsoft Office Suite of Products.
- Ability to learn and use other industry related software
- Proficient in use of electronic technology including smart phones, driver tablets, navigation.
- A focus on continuous improvement.
- Be flexible, forward thinking, motivated, and can act independently and have strong time management and organisational skills and the ability to prioritise tasks and meet deadlines
- Excellent written and verbal communication skills
- Ability to communicate effectively to people with disability and their carers

- Time management skills
- Sound knowledge and experience in a customer service environment with a detailed understanding of contemporary service delivery practices
- Covid-19 Vaccination Certificate or Immunisation evidence (including booster).

Desirable criteria

- Understanding of the NDIS and aged care service environment
- Experience or a good understanding of the provision of community services in a Not-for-Profit environment
- Ability to work in a flexible, multi-tasking environment
- Knowledge of local area
- First Aid Certificate

PERSONAL ATTRIBUTES

- Attention to detail
- Customer focused
- Sound time management skills
- Ability to work in a team
- Ability to work autonomously
- Well-developed analytical, verbal and written communication skills

ORGANISATIONAL STANDARDS AND EXPECTATIONS

STGCT employees are always required to familiarise themselves with the organisation's policies and procedures and to abide by them. This includes, but not limited to:

- Code of Behaviour and Confidentiality
- Privacy and Confidentiality
- Health and Safety Manual
- Organisational policies and procedures
- Decision making and delegation matrix
- Charter of Care Recipients Rights and Responsibilities
- NDIS Practice Standards
- Aged Care Quality Standards
- Support the organisational vision, mission and values

ORGANISATIONAL RESPONSIBILITIES

It is expected that at all times employees will:

- Be respectful towards the organisation, colleagues, consumers and the general public.

- Take reasonable care for their own health and safety, and that of others in the workplace.
- Participate in a 3-month probationary period.

ORGANISATIONAL VALUES

Safety and Compliance

- We commit to prioritising the safety and wellbeing of our people, consumers and those who share the road, and adhere to all applicable laws.

Client Focus

- We listen to our clients and put their needs first.

Acting Ethically

- We operate with honesty, integrity, independence, transparency, equity and fairness.

Valuing Others

- We foster a collaborative working environment that values contribution and recognises and respects the views and rights of all.

Excellence

- We strive to be the best by continuously improving what we do and how we do it, and by sharing our knowledge, skills and ideas.

Teamwork

- We embrace diversity and work together towards our common purpose, communicating freely and sharing decision-making and the tasks involved.

Positive Attitude

- We cultivate positivity and goodwill in our business, personal activities and relationships.

Acknowledgement

I have read and received instruction on the above Job Description and agree to abide by the responsibilities outlined.

Employee Name:

Employee Signature:

Date:

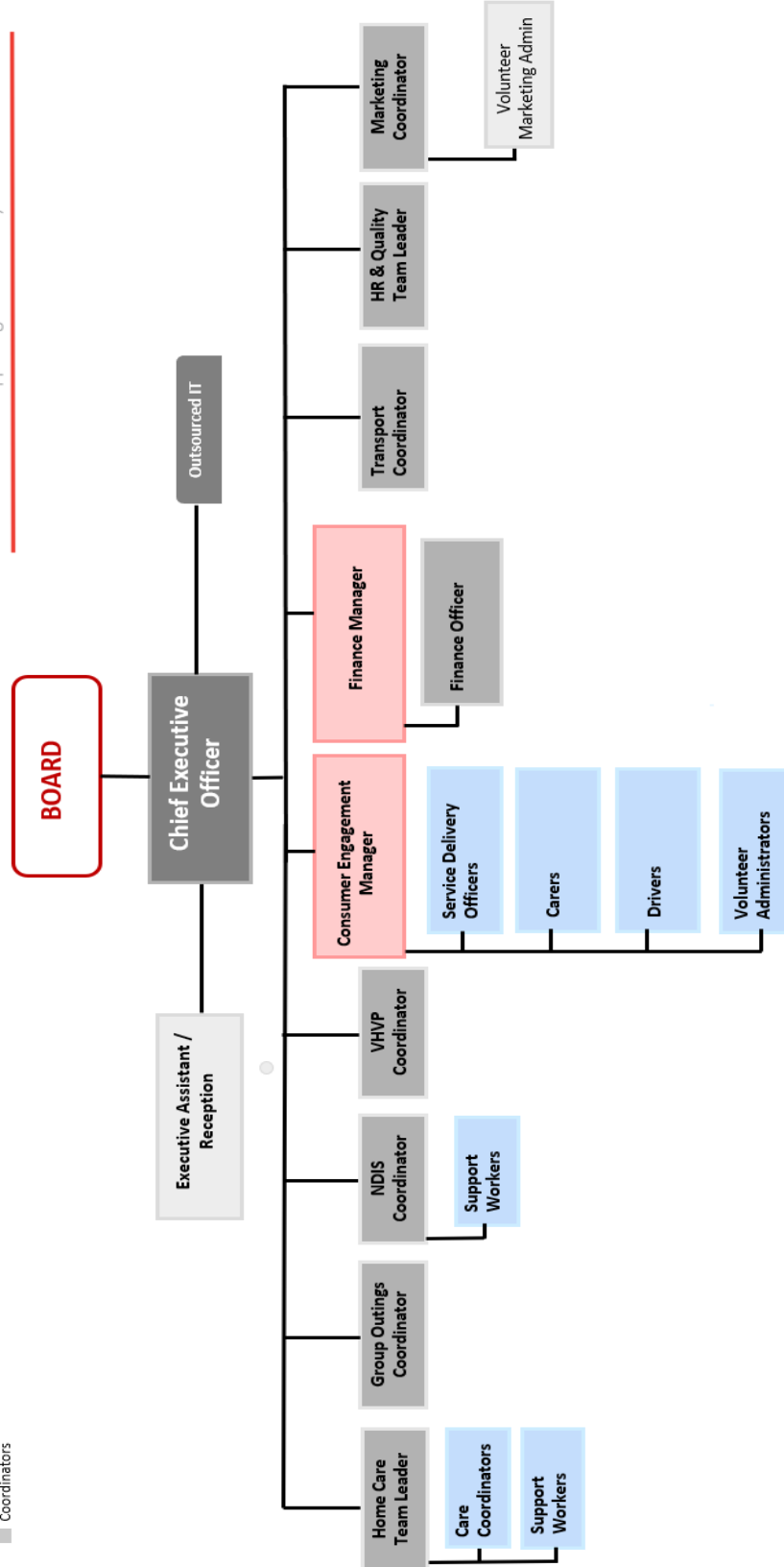
Managers Signature: _____

Date: _____

Organisation Chart – Operations



- Chief Executive Office
- Management Team
- Coordinators



Organisational Chart





OUR VISION

St George Community Transport will become a leader of excellence in the delivery of Community Transport Services through its ability to foster productive partnerships in the community through the use of its capacity and efficient infrastructure.

OUR MISSION

Is to support the frail aged, people with disability, their carer's and other transport-disadvantaged people with an efficient and equitable transport service.

OUR VALUES

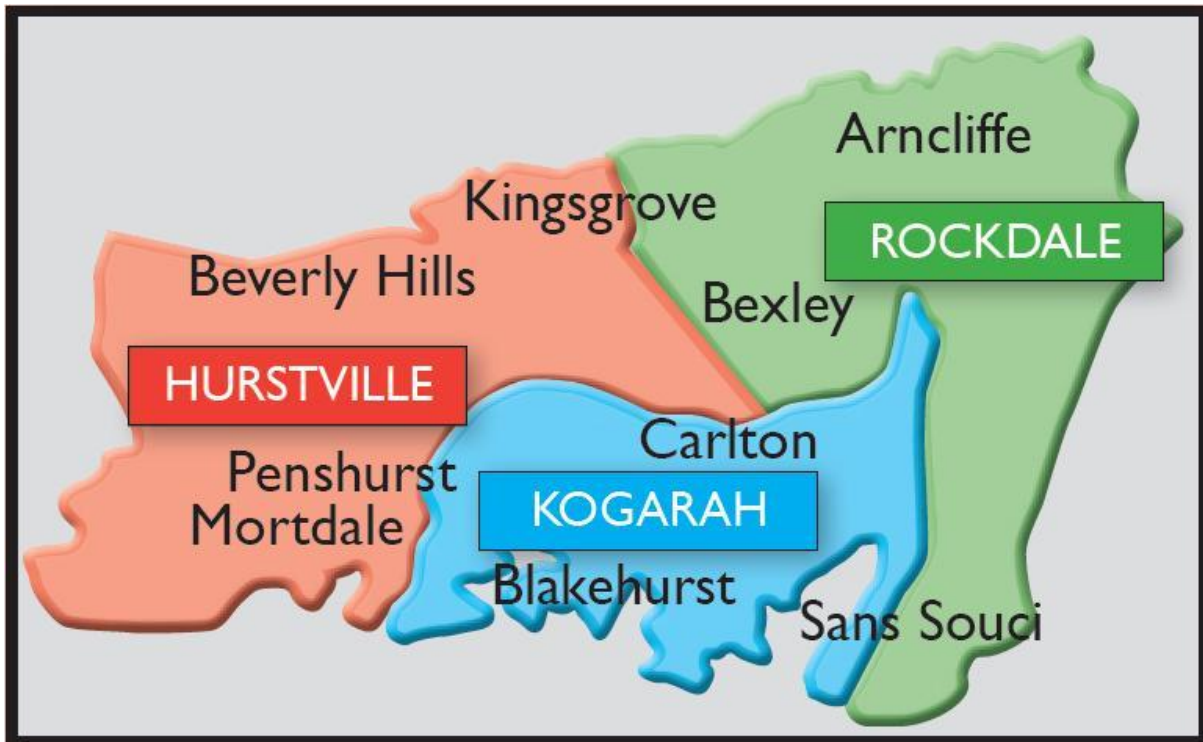
- Our Clients will be valued as individuals;
- Clients will be assisted to maximize their mobility;
- Clients will be supported to make choices in their own lives;
- Clients will be treated with dignity and respect;
- Access to services is equitable and non-discriminatory;
- The community will be provided with a safe, comfortable and reliable service.

OUR COMMITMENT

St George Community Transport is committed to:

- Ensuring that transport disadvantaged people and organisation's are aware of the Service and the support it provides;
- Providing opportunities to improve social participation, to maintain or promote a person's capacity to live as independently as possible;
- Providing a person-centered approach to service delivery, promoting wellness and active participation in goal setting and decision making;
- Providing timely and flexible services that respond to a person and their carer's needs and circumstances;
- Developing collaborative relationships with other service providers for the benefit of people using the service;
- Recruiting and retaining suitable team members to ensure that the service is able to provide an efficient quality service;
- Providing and maintaining an efficient, cost effective and accountable organisation.

Our Region



Important region statistics:*

- The region has a total population of 232 000
- Residents over the age of 60 account for more than 20% of the population
- The percentage of clients over the age of 60 is increasing
- More than half the community comes from a non-English speaking background
- Approximately 4.7% of the population has a disability that requires support to be independent

*Source: Australian Bureau of Statistics, 2011 Census