

POSITION TITLE	Bus Driver – 1.25 to 3 tonne vehicle
LOCATION	Various
REPORTS TO	Property and Transport Coordinator
RESPONSIBLE FOR	Transporting clients to and from the Day Service to their place of residence

Organisational Overview

Bayley House supports adults with an intellectual disability, offering a diverse range of learning opportunities, living options and group activities based from its central community centre in Brighton and other locations in the local Bayside area.

Our Vision

For all people with an intellectual disability to live the life they choose.

Our Mission

We create opportunities for adults with intellectual disability to explore and grow through building inclusive community connections.

Our Values

We value the strength of the connections between individuals, families, staff and volunteers.

We actively support individuals and their families to realise goals and aspirations.

We are committed to valuing the inherent worth of every individual.

We are accountable for high quality and sustainable services.

ROLE OBJECTIVE

Bayley House provides a bus service as a part of Bayley House's Day Program activities to pick up and deliver intellectually disabled adult clients to and from Bayley House properties on a daily basis.

The purpose of this role is to provide a safe and reliable bus service for clients by transporting clients from their place of residence to the relevant Bayley House property in the morning and returning clients to their place of residence in the afternoon.

Bayley House has a number of Toyota Hiace Commuter buses used for this purpose, some of which are fitted with hoists for wheelchairs to accommodate for client needs.

RELATIONSHIPS

The position reports to the Property and Transport Coordinator, who is responsible for preparing driving schedules.

The incumbent has contact with and must maintain a positive relationship with:

- Each individual service user, their families, carers, significant others and volunteers.
- Staff working within Bayley House's Day Service, Accommodation Service and other services that provide support for clients and their families.
- Corporate Services.

KEY RESULT AREAS AND TASKS

Standard of conduct

1. To have an understanding and knowledge of procedural and legislative guidelines which may require some interpretation, including health and safety and road rules.
2. To abide by procedural and legislative guidelines of DHHS.
3. To abide by the policies and procedures of Bayley House.
4. To abide by the Code of Conduct of Bayley House.
5. To maintain a harmonious and courteous attitude towards clients, the public, staff and volunteers.
6. To maintain the privacy and confidentiality of all residents/clients, staff and organisational information.
7. Adhere to the Disability Standards and the Disability Act.

Supervision and Accountability

Is responsible for work performed within a medium level of accountability or discretion and works under limited supervision, either individually or in a team.

1. Responsible for a group of clients and maybe from time to time an individual.
2. Not responsible for supervising staff.

Client Service

Deliver outstanding customer service by providing a high quality bus service to transport clients to and from Bayley House, task include but are not limited to:

1. Run buses in accordance with the timetables determined by the Property and Transport Coordinator.
2. Build rapport with clients to create a welcoming and supportive environment for service users.
3. Assist clients as required during the bus journey, including in boarding or alighting from the vehicle.
4. Ensure clients have their seat belts on and advise the parent/carer or Instructor if a seat belt is not on.
5. Drive in safe manner remembering the fragility of some of the clients.
6. Ensuring the vehicle mobile phone is kept on and record, comply with or pass on as relevant, messages from parents and/or carers.
7. Maintain a clean and safe bus interior and exterior at all times, including:
 - a. Arranging for the vehicle to be serviced when required;
 - b. Check on the tyres on a regular basis and ensure they are maintained at the appropriate pressure;
 - c. Keeping the vehicle clean both internally and externally;
 - d. Ensure the vehicle has adequate fuel at all times.

8. Prepared to undertake specialised training (e.g. epilepsy) and apply that training to ensure the safety of clients during transport.

Team Work

Work constructively with other Bayley House staff and management to actively develop and maintain high quality innovative services for clients.

1. Ensure clients are transported to and from their destinations in a safe and timely manner, including communicating as necessary with Bayley House staff.
2. Raise any maintenance, equipment or concerns with the Property and Transport Coordinator.
3. Work to resolve problems and report on issues relating to the transport of clients or breaches of Bayley House Policy and Procedures.
4. Work flexibly with other Drivers to ensure all transport needs, maintenance work and administration requirements are fulfilled.
5. Work with the Property and Transport Coordinator as required to determine appropriate routes.
6. Attend and actively participate, in a positive manner, in staff meetings.

Quality

1. Comply with Bayley House's quality management system.
2. Be able to interpret and apply all relevant procedural and legislation guidelines, policies and standards.
3. Actively participate in identifying and notifying the Property and Transport Coordinator of any service issues, gaps and opportunities.
4. Participate cooperatively in any service audits.

Administration

1. Complete the required paperwork relating to the evaluation of programs and the client's performance.
2. Maintain and update relevant documentation in a timely and accurate manner, including log books, daily diary and other reports as directed.
3. Complete Incident Reports (when required) in accordance with guidelines.
4. Record and report complaints and breaches to policies and procedures to the Property and Transport Coordinator.
5. Record messages from the vehicle mobile phones where necessary.

Occupational Health and Safety (OH&S)

Note: Under the OH&S Act 2004 all members of the workplace have a responsibility to keep themselves and others in the workplace safe.

1. Identify, document and report any safety issues relating to the bus and the clients to the Property and Transport Coordinator.
2. Report the need for the bus to be serviced or repaired to the Property and Transport Coordinator and ensure fuel levels are maintained.
3. Ensure all work carried out is in accordance with EEO and OH&S legislative requirements, standards and policies and procedures, including transport safety legislation.
4. Undertake all work practices in a safe manner.

5. Report any injury or near miss in the appropriate manner i.e. an Incident Report or Injury Register (as relevant) and report it to the Property and Transport Coordinator.
6. Ensure all equipment that is provided for OH&S reasons is utilised as appropriate.
7. Ensure all equipment that is provided with OH&S features are used utilising those features.
8. Advise the Property and Transport Coordinator as soon as practicable if equipment required for OH&S reasons is not in a safe working order or requires repairs.
9. Take responsibility for their own actions and take all steps to ensure their own safety and/or the safety of others.

Problem Solving

1. Demonstrate judgment and problem solving skills in emergency or unexpected situations.

Liaison

Possesses good communication and interpersonal skills including the ability to exhibit some limited liaison skills with people with disabilities, their families/carers, specialist staff and other community agencies/services including (but not limited to):

- a. Liaise with the Property and Transport Coordinator on any policy, resource and operational issue.
- b. Liaise with Day Service and Residential Workers and managers.
- c. Liaise and develop rapport with people with disabilities, their families/carers and staff.
- d. Liaise with other Bayley House departments such as Administration and Finance.
- e. Refer to the Property Coordinator immediately any breach of policy and procedures.

MINIMUM EDUCATION AND EXPERIENCE LEVEL

The incumbent is required to hold a full licence and have bus driving experience. The incumbent must have the skills and attributes necessary to provide a high quality bus service for clients with a disability.

KEY SELECTION CRITERIA
Selection will be based on assessing an applicant's skills, knowledge, past performance and the attributes relevant to the work assignment, as listed below.
Mandatory Qualifications, Skills and Attributes
<ul style="list-style-type: none"> ▪ A full Australian Driver's Licence is essential with no active suspensions.
<ul style="list-style-type: none"> ▪ Knowledge of relevant legislative and procedural guidelines, e.g. Bus Safety Act and Regulations.
<ul style="list-style-type: none"> ▪ An affinity with and commitment to working with people who have a disability.

<ul style="list-style-type: none"> ▪ Demonstrated interpersonal skills (written and verbal), including ability to build rapport with people with an intellectual disability.
<ul style="list-style-type: none"> ▪ Ability to promote a positive image of the organization and people with a disability.
<ul style="list-style-type: none"> ▪ Good organizational skills and a methodical approach to competing tasks.
<ul style="list-style-type: none"> ▪ Flexibility and a 'can-do' attitude, including comfortable mapping out new bus routes.
<ul style="list-style-type: none"> ▪ Commitment to quality customer service.
<ul style="list-style-type: none"> ▪ Understanding of OH&S requirements and issues in the work place and EEO principles.
<ul style="list-style-type: none"> ▪ Ability to maintain appropriate records.
<ul style="list-style-type: none"> ▪ Proficient using sat nav technology, mobile technology and bluetooth
<ul style="list-style-type: none"> ▪ A current police check.
<ul style="list-style-type: none"> ▪ A current DWES check.
<ul style="list-style-type: none"> ▪ Willingness to undertake a medical check.
<ul style="list-style-type: none"> ▪ First Aid level 2 or willingness to obtain
<p>Desirable</p>
<ul style="list-style-type: none"> ▪ Experience driving a bus with a wheel chair hoist.
<p>Physical Requirements</p>
<p>Some clients at Bayley House are in wheel chairs or use walking frames. Hoists and / or lifting apparatus have been fitted to assist with lifting and / or lowering of clients.</p> <ul style="list-style-type: none"> • May be required to physically support disabled clients to get in and out of the commuter bus when required. • May be required to assist clients in wheel chairs over a range of surfaces and in different locations. • Roles requires some bending or leaning (e.g. to assist clients with fixing their seat belts).
<p>General Information</p>
<ul style="list-style-type: none"> • Applicants are required to complete a preexisting injury declaration form.

This position description forms part of the contract of employment