

VOLUNTEER PROGRAM

Position Description

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| ORGANISATION: | BURNIE BRAE CENTRE |
| DEPARTMENT: | BURNIE BRAE TRANSPORT |
| PHONE/ FAX: | Ph: 3624 2131 Fax: 3624 2160 |
| POSITION TITLE: | TRANSPORT ESCORT |
| POSITION HOURS: | Variety of shifts available Monday to Friday, operating hours 7:30am to 5:00pm. |
| POSITION LOCATION: | 294 Brackenridge Road, Brackenridge and 60 Kuran Street, Chermside |
| ESSENTIAL: | National Police Check clearance (or consent to undertake). |
| POSITION DESCRIPTION: | <p>Burnie Brae Transport Provide a door through door supported Transport Service to eligible clients, allowing them to access social activities/events, shopping centres, medical centres and appointments in the local community.</p> <p>Escorts are responsible for assisting paid drivers with the comfort and safety of clients from their homes to their destination and return, including accessing and disembarking vehicles, operating mobile phones, assisting with paperwork, securing of walking aids, operating hoist etc. Escorts must have a patient, caring and client focused manner.</p> |
| REPORTS TO: | Assistant Transport Manager |
| PROBATION: | 3 month probationary period |
| WHS REQUIREMENTS: | WHS Induction |
| TRAINING PROVIDED: | Initial Orientation & Safe Work Practices Manual handling Regular opportunities relevant to role |
| BENEFITS INCLUDE: | Skills development, volunteer/ work experience, interaction - social and professional, training and support opportunities in related health and welfare issues. Satisfaction, self esteem. |

GUIDELINES FOR ROLE

GENERAL DUTIES

- Be available for the allocated hours as arranged (between 7.30am and 5.00pm, Monday to Friday).
- Review “Run Sheet” prior to start of schedule, discuss any concerns with Administration Staff.
- Transport persons in the target population for attendance or appointments at Burnie Brae, Activity attendance, appointments in the local community and trips to local Shopping Centres.
- Provide support, in accordance with Manual Handling principles, to clients as they enter and exit vehicles and also door through door. This may include assistance with walking aids, parcels etc.
- Be prepared to attend required training sessions, staff meetings and education days.
- Ensure passengers are comfortable, assist with Seat Belt as required, and ensure any baggage is secured before each trip.
- Collect applicable fees for service from passengers, recording monies collected on run sheet.
- Comply with organisational and Legislative Workplace Health & Safety requirements and Queensland Road Rules.
- Co-operate and work as a Team with all staff members to ensure clients are receiving the best possible and most efficient transport service.
- Contact the Transport Office immediately to report any accidents or incidents involving clients, yourself or the vehicle.
- Top up fuel in vehicle at the end of each shift and balance monies.
- Maintain a professional manner and attitude at all times, and contribute to the Centre’s good name and high profile within the local community.

VEHICLE MAINTENANCE

- Inspect the condition of the vehicle at the beginning of every shift, noting any faults or damage on the vehicle inspection form. Check oil/ Water etc, as per Inspection checklist.
- Keep a daily check on the condition of vehicle interiors ensuring a clean and odour free environment is maintained.
- Keep Log-Books for all vehicles up to date.

WORKPLACE HEALTH AND SAFETY

- Keep up-to-date with Centre policies regarding workplace health and safety – especially incident and accident reporting/recording policies and procedures.
- Ensure vehicles are maintained to the highest safety standard.
- Report any accidents or incidents, regardless of fault, to the supervisor immediately.
- Ensure safety practices are complied with so that staff, volunteers and clients are not placed in risky/unsafe situations.
- Adhere to Queensland road safety rules and to the Law at all times, and adjust driving style according to weather and road conditions – generally ensuring staff, client, community and vehicle safety is paramount at all times.

CLIENT CARE

- Ensure a pleasant and relaxed atmosphere is maintained for clients both at the Centre and during transportation.
 - Maintain a happy and respectful disposition.
 - Maintain client confidentiality and privacy at all times as per Centre policies and guidelines.
 - Promote independence of clients, while also providing assistance to clients to embark and disembark vehicles and accompany to and from homes and destinations as required.
 - Maintain awareness of other Centre services and liaise with Transport Administration should clients express a need/interest in accessing these services.
 - Adhere to and undertake safe manual handling practices when supporting clients and when lifting walking aids, groceries or any heavy items.
 - Notify Transport Administration (36242124) as early as possible if you are unable to attend on your arranged day and/or time. Report feedback or concerns about any aspect of our clients to the Administration Staff, and record in "Client Care Book".
1. Present to the Transport Office Coordinator regarding transport clients, duties and general tasks required for the day.
 2. Sign on your Time Sheet located in Transport Office
 3. Escorts are all issued with a logoed orange safety shirt to be worn at all times. Should this not be possible on any given day, an orange safety vest MUST be wore at all times while on duty
 4. Escort is responsible for operating the mobile phone, receiving calls from the Office and from clients and passing on messages to the Transport Officer while on board any vehicle.
 5. Escort is responsible for assisting the Transport Officer with the collection of fees from clients. This involves asking clients as they board the vehicles for the appropriate fee/s, punching /issuing tickets and recording on Transport Lists and fees paid by client.
 6. At all times the Escort is to take full direction and supervision from their accompanying Transport Officer.
 7. If an Escort knows in advance they are not going to be available for their rostered shift, please phone Volunteer Coordinator (3624 2124) or email as early as possible.