

Job Description Form Client Transport Officer (PH-033)



Position Title	Client Transport Officer		Position Number	PH-033
Work Group:	Primary Health			
Work Unit:	Clinic Reception			
Reports To:	Reception Coordinator			
Supervisory:	No			
Award	Aboriginal & Torres Strait Islander Health Workers & Practitioners & Aboriginal Community Controlled Health Services Award 2020 (Cth) NES Fair Work Conditions			
Position Term	Ongoing – 37.5 hours per week			
DATE:	14.03.2023	No of Pages	4	
REVIEW DATE:	14.03.2024	STATUS:	Draft/Active/Under Review	
ENDORSED BY: (Chief Executive Officer)		DATE OF ENDORSEMENT	/ /	

VISION STATEMENT

Bega Garnbirringu Health Services vision for the future is for a society in which Aboriginal and Torres Strait Islander people are not disadvantaged and share a quality of life with health standards and life expectancy equal to the non-Aboriginal and Torres Strait Islander community.

MISSION STATEMENT

Bega Garnbirringu Health Service's mission include the development and maintenance of a robust and diverse organisation that will provide sustainable, culturally appropriate and holistic health services to the Aboriginal and Torres Strait Islander people.

Bega Garnbirringu Health Service will address the social determinants of health and provide for clinical, educational and preventative health services and the development and retention of the skilled workforce necessary to achieve its mission.

ABOUT BEGA

Bega Garnbirringu Health Services (Bega) approaches health service delivery from a holistic perspective. This means that Bega seeks to close the gap in health outcomes for Aboriginal people through a multi-faceted approach that includes a high level of attention to the social determinants of health as well as clinical and primary health.

In order for this approach to be effective it is essential that all staff view their role through the eyes of the client and from a whole of organisation perspective. To this end it is essential that all employees be team oriented and prepared to work cooperatively in a multi-disciplinary environment. All employees must abide by their contract of employment and code of conduct and apply themselves to their duties with professionalism, integrity, ethical practice and with diligence.

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Sickness gets better.

The organisation has a strong commitment to the provision of services that are culturally appropriate and safe for Aboriginal clients.

PURPOSE OF THE POSITION

The Client Transport Officer will be required to work transporting supplies, equipment and clients to and from BGHS Clinic, and or specialist clinics including emergency transfer and undertaking field work as required.

KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

External:

- Liaise and maintain working relationships with a variety of organisations and stakeholder representative groups as required.
- Develop and maintain good client relationships and liaise with ATSI clients, families and communities as required.

Internal:

- Maintains close working relationships with Clinic Reception, Clinic Co-ordinator all BGHS employees.

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RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
Professional Services	<ul style="list-style-type: none"> ❖ To provide transport to all clients as requested by Clinic staff and Management; ❖ To collect medications from identified Chemists, Kalgoorlie Regional Hospital and other stakeholders as required; ❖ Conduct vehicle pre-start checks and ensure cleanliness of inside and outside of bus/transport vehicle on a daily basis; ❖ Conduct and or attend transport meetings as requested; ❖ Ensure relevant data collection is completed; ❖ Ensure availability by mobile phone and radio and advise medical reception staff of your location at all times; ❖ Provide continuous transport service until 4.15pm every day; ❖ Ensure no personal use of transport vehicle; ❖ To maintain confidentiality at all times.
Reporting	<ul style="list-style-type: none"> ❖ Collect statistical and record data as required by BGHS; ❖ Contribute to reports required by the Reception Co-ordinator, Clinic Co-ordinator and other BGHS Management as required; ❖ Report repairs and maintenance issues for transport vehicle immediately.
Organisation and Administration	<ul style="list-style-type: none"> ❖ Plan and establish priorities to ensure effective use of time; ❖ As a member of a small team, demonstrate flexibility in supporting delivery of services as/when required e.g. reception; ❖ Contribute to the ongoing development of internal policy and procedures; ❖ Attend and participate in staff meetings and complete staff surveys on request; ❖ To participate and abide by the BGHS Commitments, principles and values as portrayed under the BGHS Mission Statement.
Communication	<ul style="list-style-type: none"> ❖ Effectively communicate and maintain sound relationships with clients, stakeholders and all BGHS employee's; ❖ Maintains confidentiality and demonstrate compliance with relevant Privacy Legislation; ❖ Display respect, empathy and understanding with all employees, Board Members and other stakeholders; ❖ Work collaboratively and cooperatively with team members to ensure quality outcomes; ❖ Work collaboratively across organisation boundaries as required;
Education	<ul style="list-style-type: none"> ❖ Attends relevant training courses and professional development including mandatory training as required by Bega; ❖ Attends Leadership training as required by Bega; ❖ Maintain active drivers' licence and other authorisations and licences required to carry out duties; ❖ Maintain current First Aid Certificate.
Physical Environment and Safety	<ul style="list-style-type: none"> ❖ Report and document incidents and accidents in accordance with Bega policies and procedures; ❖ Recognise potential hazards in the workplace and contribute to the development of strategies to remove or reduce the risk to an acceptable level;

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	<ul style="list-style-type: none">❖ Maintain a safe environment for all employees within Bega;❖ Adhere to correct fire safety procedures and attend fire drills as required;❖ Ensure compliance with Occupational Safety and Health (OSH) policies and procedures as set by BGHS and as set out under the OSH Act 1984.
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COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake this role. The profile is used for recruitment, performance review, planning, and training and development activities.

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL:

- Demonstrated ability to plan, manage and control workloads and resources to meet priorities, deadlines with minimal supervision;
- Well-developed communication and interpersonal skills;
- Ability to work as part of a multi-disciplinary team;
- Ability to work outside normal office hours if required;
- Sensitivity and understand of issues affecting Aboriginal & Torres Strait Islander people and communities;
- Demonstrated commitment to confidentiality;
- Work effectively as a member of a team in an environment of competing priorities;
- Current WA "C" Class drivers' licence and other licence required to carry out duties;
- Current Working with Children Check, Police Clearance (valid within 3 months) and First Aid Certificate

DESIRABLE:

- HR Driving Class Licence

Conditions of Appointment:

Provide Bega Garnbirringu Health Service with the following requirements prior to commencement of employment;

- Valid Working with Children Check (WA)
- National Criminal History Check Certificate (Police Clearance - valid within 3 months)
- Current First Aid & CPR certificate.
- Current WA "C" Class drivers' licence and other licence required to carry out duties;

EMPLOYEE

I (Full Name) _____ have sighted and accept this duty statement and acknowledge the expectations that will be held of me in relation to my role at Bega.

SIGNATURE _____ **DATE** _____