



Supporting our community on all sides

Position	Transport Service Facilitator
Status	Permanent Part Time 67.5 hrs per fortnight
Hours/Days	Monday to Friday 9 day fortnight
Location	Bardon, Brisbane
Responsible to	Manager of Aged Care Services
Direct Reports	Transport Admin staff and Drivers
Classification	Social, Community, Home Care and Disability Services Industry Award, Home Care Worker, Level 5

Organisational Profile

Communityfy is committed to supporting people across all life stages and experiences to lead active, healthy and socially connected lives. Communityfy's programs empower people to maintain their independence, connect with their community, manage their health and lifestyle and address the challenges that life can present.

We provide programs and services in areas of aged care, children, family & individual support, mental health, disability, housing & homelessness, drug & alcohol recovery and NDIS. Through our Neighbourhood Centres and Community Development programs, we also offer Emergency Relief, Social Inclusion activities, Food Security, Multicultural Support, community gardens and venue hire.

Service Profile

Communityfy offers a range of services that support frail aged, people with a disability and their carers, enabling them to remain living independently and connected to their community. Communityfy Transport provides subsidised non-urgent transport for our clients to access medical and other appointments.

We are a busy service which provides a strong customer focus in the area of transport provision to vulnerable members of the community. We aim to provide transport in both a timely and caring manner. When scheduling we need to consider the individual needs of the client & provide the most suitable options for them in conjunction with available resources.

The day to day operation of our service involves a large quantity of human interaction both over the phone and face to face. Good customer service is our number one priority as many of our clients are unwell and may be undergoing significant challenges in their lives.

Position Objective

The role of Transport Service Facilitator is to assist with the day to day administration of the operations and scheduling of the transport team including staff and volunteers that deliver front line services to our customers. This will involve ensuring that transport services are delivered efficiently according to customer requests and care plans in an efficient manner by maximising the use of Communityfy staff and volunteers

Selection Criteria

Key Objectives

- Assist with the Community Transport Service and the wider Aged Care Services in a professional manner that meets the requirements of the policies and procedures of Community Qld
- Contribute to the success of the Community Aged Care Service through active teamwork and effective performance of the responsibilities and duties of the position
- Scheduling and timekeeping of client transport trips, liaising with staff and volunteers for timely service provision to customers
- Customer service and service promotion over the phone with stakeholders, staff, members of the public and customers
- Daily use of Procura - Customer Management System (CMS) for client record management, scheduling, timekeeping and documentation
- Customer service by providing support to customers navigating My Aged Care system for referral to Community services
- Intake and referral processing including the use of My Aged Care Portal
- Provide appropriate administrative and basic accounting/bookkeeping support to senior management of Community

Knowledge & Skills

- Establish, lead, train and inspire an engaged and productive team of staff and volunteers
- Ability to use initiative in responding to the immediate needs of the clients and their families while keeping professional boundaries in place
- Ability to foster co-operation and assistance in working relationships with clients and their families and other staff and volunteers is essential- you must be a people person
- Demonstrated flexibility, good organisational skills and a methodical approach to tasks.
- Effective verbal and listening communications skills
- Capacity to understand the needs and issues of the dedicated client group and apply appropriate communication
- Demonstrated experience working with people in a customer service orientated role

Qualifications & Experience

- Diploma/Certificate in community services or similar
- Experience in scheduling in a high volume service delivery environment
- Experience in high volume contact or call centre environment
- Minimum 2 years' experience working in human services sector in a leadership capacity
- Experience with a Customer Management system (CMS) is essential, and familiarity with 'Procura' is desirable
- Must hold a current Drivers Licence
- Ability to obtain a National Police Check

Desirable Attributes

- Familiarity with inner West Brisbane
- The ability to become familiar with local areas and a natural ability to understand geographic locations is essential
- Demonstrate an understanding and ability to empathise with the needs of older people and people with a disability and vulnerable community members and recognise their changing needs
- Strong communication, interpersonal, self-management and organisational skills, and ability to work within a busy, multi-functioning professional team with a logical and systematic approach to tasks
- Ability to maintain confidentiality and perform tasks in a non-judgemental manner
- Demonstrated ability to contribute as part of a team to provide a safe, equitable and rewarding workplace
- Ability to work to a deadline
- Ability to lead. Supervise and train volunteers, new staff and students
- Demonstrated ability to work in an environment which is frequently changing and has high client expectations and competing priorities

Physical Requirements

- Ability to undertake all physical requirements involved with the aged and disability care setting including some light lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling and standing, and sitting for duration
- Willingness to be part of the team and step in and drive from time to time or when other options are exhausted

Responsibilities

Scheduling & Rostering

- Working in our scheduling team, you will play a critical role in ensuring staff and volunteers are allocated efficiently and effectively in various suburbs throughout Brisbane. Daily, you will be assisting with unplanned changes to existing volunteer rosters, forward planning for future services and preparing schedules that reduce staff/volunteer travel time between appointments.

Team Contribution & Professional Development

- Ensure rostering and scheduling of services is logistically sound, efficient and effective use of staffing resources
- Ensure leave planning including annual leave, personal leave etc. is scheduled to ensure continuity of care and service
- Attend to day to day rescheduling to cover unplanned changes in staff availability including sick leave and emergency replacement or backfilling requirements
- Ensure all appointments and rostered schedules are regularly reviewed to ensure compliance and to identify system issues and errors
- Demonstrate leadership in team meetings, reviews, supervision and other program activities
- Demonstrate flexibility by taking the initiative and driving from time to time or when necessary due to driver absences

- Contribute to the decision making process regarding the organisation and program/service development by participating actively in problem solving and finding solutions for scheduling difficulties and challenges in consultation with management
- Identify and attend professional development opportunities to ensure your personal and professional development

Quality Assurance

- Provide a high quality of service in accordance with Community Qld's philosophy
- Contribute to a high level of achievement and continuous improvement

Work Health & Safety

- Responsibility for monitoring and improving the safety of the work area by identifying hazards, making recommendations and participating in the resolution of safety issues
- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the Community Qld Health & Safety policies manual

Judgement & Decision Making

- Exercise discretion in relation to resolving minor enquiries and requests, seeking direction from the Manager of Aged Care services and/or other leadership staff where necessary
- Respond sensitively to concerns and ensure matters are dealt with promptly or forwarded to the Service Team Leader
- Provide support, guidance, coaching, leadership and empowerment to the Transport admin staff and drivers including feedback through performance reviews and regular supervision

Administration

- Use of exceptional telephone etiquette to answer all incoming calls, within the agreed response timeframes, in a consistently friendly and professional manner leaving a lasting positive impression on the caller
- Provide appropriate administrative support including the handling of monies to ensure the efficiency and effectiveness of the aged care and under 65 services
- Update databases on a daily basis to ensure currency, integrity and accuracy of data housed at all times
- Ensure compliance with and implementation of relevant legislation, statutory obligations, licensing regulations, awards, accreditation principles and Community Qld's Policies and Procedures
- Maintain an excellent understanding of Community's intranet 'Communicate'; website 'community.org.au'; HR system 'ConnX'; and any other information and communication tools endorsed by the organisation
- Ensure all approved naming and filing conventions are adhered to
- Maintain records in accordance with organisational privacy and security legislative requirements
- Provide assistance to other Community teams as required within both scope of practice and duties, to ensure operational requirements and business needs of Community are met in a timely manner
- Maintain accurate account keeping records as required for both contractor invoicing and customer contribution receipting including cash handling

Communication

- Use a variety of superior interpersonal phone communication skills to deliver genuinely respectful caller engagement including active listening, gaining all the customer details, information gathering, problem analysis and solving, persuasiveness and negotiation
- Ensure all phone calls are managed in an empathetic, friendly, interested and patient manner to quickly build rapport, trust and confidence in Community to ensure a positive and professional customer experience every time

- Utilise appropriate IT software tools, such as Outlook to effectively communicate via email while maintaining exceptional email etiquette with all stakeholders

Diversity and Inclusion

Community pays its respects to the traditional custodians across the lands in which we work, and we acknowledge the elders past, present and emerging.

Community is committed to being an inclusive organisation. We recognise that we work across diverse communities and welcome and encourage participants from all backgrounds and experiences. We strive to embrace the diversity of people from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, people seeking asylum, refugees and people living with a disability.



A criminal record check will be undertaken for the successful applicant with ongoing employment dependant on the outcome.

Declaration

I agree that I have read, and understand the position description details above.

Name

Signature

Date
