

<div data-bbox="316 224 539 443" style="background-color: #0070C0; color: white; border-radius: 50%; width: 140px; height: 98px; display: flex; align-items: center; justify-content: center; margin-bottom: 20px;"> <div data-bbox="370 264 485 389" style="font-size: 24px; font-weight: bold;">Role Title</div> </div> <div data-bbox="347 488 513 640" style="background-color: #A0C4E8; border-radius: 50%; width: 104px; height: 68px; display: flex; align-items: center; justify-content: center; margin-bottom: 20px;"> <div data-bbox="367 537 481 582" style="font-size: 24px; font-weight: bold;">Group</div> </div> <div data-bbox="233 1751 376 1872" style="text-align: center;">  </div> <div data-bbox="204 1872 399 1895" style="font-size: 10px;">Clarence... a brighter place</div>	<div data-bbox="370 264 485 389" style="font-size: 24px; font-weight: bold;">Role Title</div>	<div data-bbox="766 264 1347 322" style="font-size: 24px; font-weight: bold;">Community Bus Volunteer</div> <div data-bbox="766 327 1023 367" style="font-size: 18px;">Role Description</div>	
		Customer Contact Group	
	Volunteer		
		SIGNATURE:	
		DATE:	
	Coordinator		
		SIGNATURE:	
		DATE:	
	Chief Executive Officer	Ian Nelson	
		SIGNATURE:	
		DATE:	

Development Date	January 2021
------------------	--------------

Role Objectives

- To support local communities to build on existing capacity and progress their health and well-being.
- Provide a low cost and reliable transport with emphasis placed on supporting older persons and youth groups in the community to offer members increased opportunities for social engagement that without access to the use of the community bus would not be possible.
- To implement a booking system for not for profit community groups within the Clarence community to enjoy social outings.
- To provide a volunteer driver that is qualified to drive the community bus.

Essential Duties and Responsibilities

To ensure the ongoing provision of a community bus service within the Clarence area by;

- Providing driver transport services
- Working within the scope of the Clarence Community bus volunteer service
- Collecting money for payment of transport trips
- Completing bus service inspection checklist and logbook requirements of trips completed
- Respecting the rights, privacy and confidentiality of consumers, volunteers of the Clarence Community Volunteer Service, staff of the Clarence City Council and the general public.
- Being reliable, trustworthy and be non-judgmental in your approach
- Being courteous always to staff, clients and the public
- Supporting the organisation that you are working with and representing its interest in an atmosphere of co-operation

Compliance Obligations

All Volunteer Bus Drivers must:

- Have current National Police Check (no older than 3 years) and a Working With vulnerable Persons Check if requested
- Not have been charged with/convicted of committing an offence which would have deemed them unsuitable to work with vulnerable persons
- Have current bus drivers' licence - (light rigid or medium rigid)
- Comply with all reasonable and lawful directions;
- Adhere to all the relevant workplace safety laws and regulations

- Work cooperatively with colleagues and adhere to Clarence City Councils policies and procedures
- Comply with legislation, regulations and codes in the workplace
- Comply with policies and procedures as amended from time to time
- Comply with and help enforce COVID-19 Safety Plan requirements for operating the bus and transporting participants
- Attend an initial Council Depot bus induction, Medical check and National police check which are to be repeated and updated each 3-year period.

Organisational Relationship

Volunteers of the Volunteer Bus Program are responsible to the Manager Customer Contact through the Coordinator of the Customer Contact group.

Salary

Salary is not applicable however travel and out of pocket expenses incurred as a volunteer are eligible for reimbursement.

Selection Criteria

Essential

- Extensive experience in contemporary customer service delivery and as a customer advocate.
- Significant experience in leading and managing a work group in a team environment, including training and coaching.
- Experienced leader of cultural change.
- Strong project management skills including an understanding of process engineering.
- Excellent oral and interpersonal communication skills.
- Ability to exercise judgement and discretion and to use initiative in problem solving.
- Sound time management and organisational skills.
- High level of competency in utilising customer service software and tools.

Desirable

- Experience in and knowledge of a complex customer service environment will be an advantage.
- A tertiary qualification in management or related discipline.

Screening Checks

Appointment will be conditional upon a satisfactory:

- National Police Check YES / NO
- Working with Vulnerable People Check YES / NO
- Medical Check YES / NO
- Bus Licence (Light Rigid at a minimum) YES / NO