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GOVERNANCE AND IMPLEMENTATION

This resource should be reviewed and endorsed in accordance with the organisation's governance and document control processes prior to implementation.

[Insert Organisation's Letterhead / Header]

DUTY STATEMENT

POSITION TITLE:	Transport Officer / Coordinator
REMUNERATION/CONDITIONS:	In accordance with the Aboriginal Community Controlled Health Services Award
POSITION STATUS:	Full-time or Part-time
DIRECTLY RESPONSIBLE TO:	Practice Manager
PERFORMANCE APPRAISAL:	6 month probationary period; performance reviews every 12 months thereafter
POSITION FUNCTION:	The Transport Coordinator is responsible for planning, scheduling, and overseeing all client transport services within the organisation. This includes coordinating Transport Officers, ensuring safe and timely transport to internal and external health appointments, managing vehicle maintenance schedules, and supporting culturally safe, respectful transport for clients. The role supports the delivery of effective and accessible health services by ensuring transport needs are met efficiently and respectfully.
MINIMUM SKILLS REQUIRED:	A current and unrestricted driver's license (light rigid or above preferred), excellent driving record, and experience working in a community or client-focused transport role.

POSITION SUMMARY

The Transport Coordinator plays a vital role in facilitating access to health care by managing day-to-day transport operations. This includes rostering Transport Officers, liaising with clinical and program teams to coordinate transport requests, and monitoring vehicle use and compliance. The Coordinator ensures all transport activities are aligned with cultural safety principles and meet the needs of clients, staff, and the broader community. This role also contributes to policy development, service reporting, and quality improvement.

RESPONSIBILITIES

Transport Scheduling and Operations

- Coordinate daily and weekly transport schedules for clients attending health and community service appointments.
- Manage transport bookings and prioritise urgent or high-risk client needs in consultation with clinical teams.
- Allocate vehicles and Transport Officers to scheduled appointments efficiently and equitably.
- Liaise with internal staff and external providers to confirm appointment details and transport requirements.

Supervision and Team Coordination

- Provide support and supervision to Transport Officers, including rostering, training, and task delegation.
- Ensure Transport Officers comply with organisational policies, cultural protocols, and safety procedures.
- Conduct regular team meetings with the transport team to discuss schedules, challenges, and service improvements.
- Promote a culturally safe and respectful workplace for all staff and clients.

Vehicle and Fleet Management

- Maintain a transport register and ensure all vehicles are roadworthy, serviced, and compliant with regulatory standards.
- Coordinate routine vehicle inspections, repairs, and cleaning schedules.
- Monitor fuel usage, logbooks, and vehicle allocation to ensure cost-effective operations.
- Oversee incident reporting, insurance claims, and vehicle asset tracking.

Client and Community Support

- Ensure all transport services are delivered with cultural respect, sensitivity, and confidentiality.

- Build positive relationships with clients and community members to understand and meet transport needs.
- Support Transport Officers to manage client interactions in a safe and respectful manner.
- Uphold community values and protocols, particularly when transport involves Elders or sensitive matters (e.g. Sorry Business).

Administration and Reporting

- Maintain accurate records of transport usage, schedules, logs, and client feedback.
- Prepare reports on transport service delivery, including KPIs, incidents, and vehicle maintenance.
- Contribute to the development and review of transport policies, procedures, and risk assessments.
- Participate in audits, accreditation, and quality improvement activities related to transport services.

MEETINGS

- Attend clinical team meetings and program briefings to ensure transport alignment with service delivery.
- Conduct regular transport team meetings to support communication and coordination.
- Participate in staff development, planning days, and cultural safety training as required.

KEY PERFORMANCE INDICATORS

Focus Area	KPI
Transport Scheduling	95% of transport requests scheduled and fulfilled on time
Staff Supervision	100% of Transport Officers receive supervision and support; team meetings held monthly
Vehicle Maintenance	All vehicles compliant with servicing schedule and safety inspections
Cultural Safety	Positive feedback from clients on respectful and culturally safe transport services

PROFESSIONAL DEVELOPMENT

- Participate in training related to transport management, cultural safety, road safety, and leadership.

ESSENTIAL SKILLS AND EXPERIENCE

- Demonstrated experience in transport coordination, logistics, or community services administration.
- Strong organisational and time management skills with the ability to manage competing priorities.
- Excellent interpersonal and communication skills.
- Ability to work collaboratively with clinical and administrative teams.
- Basic knowledge of vehicle safety and fleet management principles.
- Proficiency in scheduling software, Microsoft Office, and electronic record-keeping.

MANDATORY REQUIRMENTS

- Aboriginality is a genuine occupational requirement and is authorised under Section 14(d) of the Anti-Discrimination Act 1977 (NSW).
- Current Unrestricted Driver's Licence
- Current CPR Certificate
- National Police Check
- Working With Children Check
- Compliance with all organisational policies and procedures
- Adhere to confidentiality and privacy requirements in line with the Health Records and Information Privacy Act 2002 (NSW) and other relevant legislation.

SIGNATURE & ACKNOWLEDGEMENT

I agree to abide by the standards and policies and have read and understood the job description and agree to comply with same.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____