



POSITION DESCRIPTION

Position Title:	Bus Driver / Support Worker
Department:	Day Centre
Location:	War Memorial Hospital
Uniting Purpose:	To inspire people, enliven communities & confront injustice
Uniting Values:	Imaginative, respectful, compassionate, bold

Classification:	Motor Vehicle Driver 4651-6250Kg
Vaccination risk category:	A
Award:	Medically Supervised Injecting Centre (MSIC) and War Memorial Hospital (Waverley) (WMH) Health Service Employees Agreement 2016
Employment status:	Full Time
Hours:	38hrs per week

Position reports to:	Day Centre Program and Transport Services Manager
Position Supervises:	N/A
Key relationships:	Day Centre Program & Transport Services Manager, Day Centre & Transport staff, WMH Outpatient staff, Uniting colleagues, clients, patients and their families and carers.

POSITION PURPOSE

The primary purpose of this position is to provide a safe and efficient transport service to Day Centre clients and (Outpatient Transport when required) and provide support with the running of the Day Centre therapy program, under the guidance of the Day Centre Program and Transport Services Manager and therapy staff, with a strong focus on customer service and teamwork, and consistent with WMH, SESLHD and Uniting policies, procedures and standards.

War Memorial Hospital
ABN 78722 539 923
125 Birrell Street
Waverley NSW 2024
T 02 9369 0100
F 02 9387 7018

POSITION OBJECTIVES

- The driver is responsible for the safe transportation of clients attending the Day Centre service for centre-based and community-based activity programs (i.e. bus trips).
 - The driver is responsible for completing all required daily checks of the vehicle.
 - The driver is responsible for the upkeep and cleaning of the allocated bus that includes maintaining a hazard free vehicle for clients/patients, staff and self.
 - Maintain accurate bus documentation which is to be submitted to the manager on a monthly basis.
 - If required, the driver is also responsible for the safe transportation of patients attending outpatient clinics for treatment and therapy-based groups.
 - If required, the driver will courier WMH podiatry instruments to and from Prince of Wales hospital. Occasionally, there may be handling of ad-hoc pharmaceutical supplies, patient files and hospital documentation, and occupational therapy equipment retrieval.
 - As required, carry out Fleet Management tasks as directed by the manager.
 - To provide a high level of customer service at all times.
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KEY RESPONSIBILITIES

Financial management & awareness:

- Perform duties demonstrating efficient use of hospital resources.

Operational processes:

- Drive a hospital motor vehicle in a safe and responsible manner and abide by all NSW road rules.
- As required, assist clients or patients in and out of their homes and on/off the bus in a safe manner, including those in wheelchairs and those with mild-moderate dementia.
- Determine the best possible route for organising daily bus runs and bus outings.
- Responsible for keeping accurate bus documentation such as running sheets, daily bus checks and basic bus statistics to be handed in by the end of the month.
- Be responsible for daily upkeep and cleaning of the vehicle, i.e. mopping, wiping of highly touched areas by client/patients, such as handrails, seats belts and seat handles (at the end of the day).
- Demonstrate flexibility and the ability to work effectively within an ever-changing healthcare environment.
- Work safely and in accordance with Uniting's WHS and Manual handling policies and procedures.
- Participate and comply with all quality management systems and processes.

Client management & engagement (internal & external stakeholders):

- Communicate effectively in a culturally sensitive manner with clients, families and other health care professionals, including colleagues and other community agencies.
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.
- Display effective communication and interpersonal skills to support the provision of high-quality clinical care by the day centre service.
- Actively engage in professional relationships with clients, carers, colleagues and other agencies.
- Demonstrate a commitment to assuring high standards and striving for client-centered care.

People management & teamwork:

- Take part in safety huddles and staff meetings and be actively involved in discussions regarding client/patient care as appropriate.
 - Actively engage and participate in the company's performance management framework and review processes.
 - Act in a manner which upholds and positively models the organisation's Code of Ethical behaviour.
 - Model the values of the Uniting Church of respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, passionately pursuing social justice and inclusion.
 - Always take care for the safety of yourself and others and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal).
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KEY PERFORMANCE INDICATORS**Financial management & awareness:**

- Nil financial responsibilities.

Operational processes:

- Ensure the safety and security of clients and staff within the bus and that all wheelchairs, equipment and mobility aids are properly secured.
- 100% of bus transport lists are checked prior to departure, for any cancellations or late additions, and new clients or transport changes are discussed at the morning safety huddle.
- Complete daily bus running sheet and safety bus inspection and report any defects to the Manager in a prompt manner.
- Maintain a high standard of cleanliness and hygiene by completing a daily vehicle cleaning at the end of the day as per cleaning checklist.
- Actively participate in operational huddle meetings in the morning to discuss, review and organise the running of the day.
- Actively participate in staff meetings and client/patient group discussions as required.
- All clinical events and incidents are documented in accordance with SESLHD & Uniting War Memorial Hospital documentation standards.

Client management & engagement (internal & external stakeholders):

- Contribute to effective team dynamics and client and stakeholder relationships.
- Facilitate delivery of an effective, flexible, innovative, and integrated transport service.
- If required, consult with patients and their families, other health professionals.
- Ensure all passenger concerns are promptly reported and followed up by manager or clinical staff.
- Ensure only authorised passengers are carried on the bus.

People management and teamwork:

- Evidence that positive outcomes are shared and celebrated.
 - Evidence of good engagement with staff across the campus.
 - Evidence of regular communication with staff, vision, and mission statements for the program
 - 100% with up-to-date professional development plans and annual performance reviews.
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Work Health and Safety Requirements:

- Follow policies, procedures and instructions relating to work health and safety that are relevant to the work being undertaken to ensure high quality and safe services in the workplace.
- Take reasonable care for your own health, safety and wellbeing and take reasonable care to ensure that your acts or omissions do not adversely affect the health, safety and wellbeing of others.
- Comply with reasonable instructions that are provided for the safety of you and others at the workplace.

Quality and Safety Requirements:

Staff work within, and are supported by, well-designed systems to deliver safe, high-quality clinical care. Staff are responsible for the safety and quality of their own professional practice, and professional codes of conduct. Staff will:

- Actively take part in the development of an organisational culture that enables, and gives priority to, patient safety and quality
- Actively communicate their profession's commitment to the delivery of safe, high-quality health care
- Model professional conduct that is always consistent with a commitment to safety and quality
- Embrace opportunities to gain experience about safety and quality theory and systems.
- Embrace opportunities to take part in the management of clinical services.
- Encourage, mentor and guide colleagues in the delivery of safe, high-quality care.
- Take part in all aspects of the development, implementation, evaluation, and monitoring of governance processes.

PROFESSIONAL SKILLS AND KNOWLEDGE**Skills & Experience:**

- Previous experience driving 22-seater buses (i.e. Toyota Coaster bus)
- Previous experience transporting elderly people and (desirable) transporting people on wheelchairs.
- Ability to organise bus routes to maximise efficiency.
- Demonstrated ability to work as part of a team and autonomously.
- Proven interpersonal, computer, written, and verbal communication skills with an ability to communicate across all levels and departments both within War Memorial Hospital, Uniting and with external stakeholders
- Knowledge of and understanding of Work Health Safety & Manual Handling principles.

Qualifications:

- Current NSW Driving License Class LR or above
- First Aid Certificate

Employee Name:		Manager's Name: Title	Rod Escobar Day Centre & Transport Services Manager
Date:		Date:	
Signature:		Signature:	

JOB DEMANDS CHECKLIST

Job Title: Driver / support worker
 Department: Day Centre & Transport
 Assessor: Rod Escobar
 Date of Assessment review: 10/08/2027

Service/Unit: War Memorial Hospital
 Manager / Supervisor: Rod Escobar
 Date of Assessment: 10/08/2026

Definitions:

★ Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements.
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job.

CRITICAL ★	PHYSICAL DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sitting	Remaining in a seated position to perform tasks				★		
	Standing	Remaining standing without moving about to perform tasks	★					
	Walking	Floor type: even/uneven/slippy, indoors/outdoors, slopes			★			
	Running	Floor type: even/uneven/slippy, indoors/outdoors, slopes	★					
	Bend/ Lean Forward from Waist	Forward bending from the waist to perform tasks		★				
	Trunk Twisting	Turning from the waist while sitting or standing to perform tasks	★					
	Kneeling	Remaining in a kneeling posture to perform tasks	★					
	Squatting/Crouching	Adopting a squatting or crouching posture to perform tasks	★					
	Crawling	Moving by crawling on knees & hands to perform tasks						★
	Leg/ Foot Movement	Use of leg and foot to operate machinery				★		
	Climbing (stairs/ladders)	Ascend/ descend stairs, ladders, steps, scaffolding		★				
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg			★			
		Moderate lifting & carrying – 10 – 15kg		★				
		Heavy lifting & carrying – 16kg and above	★					
	Reaching	Arms fully extended forward or raised above shoulder	★					
	Pushing/ Pulling/ Restraining	Using force to hold/restrain or move objects toward or away from body		★				
	Head/ Neck Postures	Holding head in a position other than neutral (facing forward)	★					
	Hand & Arm Movements	Repetitive movements of hands & arms		★				
	Grasping/ Fine Manipulation	Gripping, holding, clasping with fingers or hands			★			
	Work at Heights	Using ladders, footstools, scaffolding, or other objects to perform work						★
	Driving	Operating any motor-powered vehicle				★		

CRITICAL ★	SENSORY DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sight	Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen			★			
	Hearing	Use of hearing is an integral part of work performance e.g. telephone enquiries			★			
	Smell	Use of smell is an integral part of work performance e.g. working with chemicals						★
	Taste	Use of taste is an integral part of work performance e.g. food preparation						★
	Touch	Use of touch is an integral part of work performance			★			

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people e.g. emergency or grief situations	*					
	Aggressive & uncooperative people e.g. drug/alcohol, dementia, mental illness		*				
	Unpredictable people e.g. dementia, mental illness, and head injuries			*			
	Restraining Involvement in physical containment of patients/clients						*
	Exposure to distressing situations e.g. child abuse, viewing dead/mutilated bodies						*

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust	*					
	Gases Working with explosive or flammable gases requiring precautionary measures						*
	Fumes Exposure to noxious or toxic fumes						*
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals. requiring PPE						*
	Hazardous substances e.g. dry chemicals, glues						*
	Noise Environmental/background noise necessitates people to raise their voice. to be heard	*					
	Inadequate lighting Risk of trips, falls or eyestrain	*					
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work. day in sunlight		*				
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C	*					
	Confined spaces Areas where only one egress (escape route) exists						*
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground	*					
	Inadequate housekeeping Obstructions to walkways and work areas cause trips. & falls	*					
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						*
	Biological hazards e.g. exposure to body fluids, bacteria, infectious diseases	*					

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: Date: / /20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: Date: / /20.....