

Position details	
<b>Job Title</b>	Social Assistant
<b>Reports To</b>	Operations Manager / General Manager
<b>Industrial Settings</b>	Community Transport (NSW) Multi Enterprise Agreement 2011 and Social Community Health Care and Disability Award
<b>Employment status</b>	Volunteer only
Overall Purpose	
<p>All Volunteer roles at HKCT have been created to assist HKCT ensure an enriched quality of transport service, travel experience and safety to our clients; and aid our operational processes to communicate our services to our multiple stakeholders.</p> <p>Volunteer roles also enable community members to connect with people and organisations in order to enrich their shared community. Strong, respectful internal and external relationships are created by augmenting their own and others' capabilities</p> <p>A Volunteer is someone working of their own free will within HKCT or on a project of HKCT as an unpaid member of staff.</p> <p>Volunteers also represent HKCT with its multiple stakeholders, and heighten the awareness and community profile of HKCT.</p>	
Workplace responsibilities	
(Duties and responsibilities necessary for <b>all</b> volunteers and staff to fit into the HKCT team and culture)	
<ul style="list-style-type: none"> <li>▪ Adhere to behaviours that will assist in achieving organisational goals, strategies and values.</li> <li>▪ Adhere to Workplace Health &amp; Safety policies and proactively contribute to maintaining a safe, clean and healthy work environment.</li> <li>▪ Adhere to Human Resource policies including anti-discrimination, harassment and victimisation.</li> <li>▪ Communicate with clients and colleagues (i.e. external and internal customers) with respect and understanding at all times.</li> <li>▪ Pursue the highest standards of client service performance</li> <li>▪ Conduct yourself in an ethical manner at all times.</li> </ul>	
Declaration	
<p>I understand the requirements of this position and of working with Hornsby Ku-ring-gai Community Transport, and will fulfill my obligations to do the tasks I have been assigned plus other duties as reasonably directed, to meet the ongoing needs of the organisation.</p> <p>Volunteer name: _____</p> <p>Signature: _____ Date: _____</p> <p>Manager name: _____</p> <p>Signature: _____ Date: _____</p>	

<b>Specific duties and responsibilities</b>	
<b>Areas of Responsibility</b>	<b>Key tasks and KPIs</b>
1. Client Transport Journeys - Groups	<ul style="list-style-type: none"> <li>• Assist the bus driver prepare and load supplies for the vehicle prior to a trip departure.</li> <li>• Assist the bus driver to call the clients on the day's booking list, when warranted during pick-up routes.</li> <li>• Assist the clients to get aboard and disembark the bus.</li> <li>• Facilitate seating arrangements make sure all clients' seat belts are buttoned.</li> <li>• Assist the bus driver stow away clients' belongings such as their walking aid, shopping items and bags.</li> <li>• Make sure no clients on the client list are left behind.</li> <li>• Responds to clients' basic assistance needs such as traversing paths or pushing a shopping trolley.</li> <li>• Collect clients' service fee contribution</li> <li>• Report any concern or risk to the bus driver and the office team.</li> <li>• Complete HKCT recording documents of concerns, incidents or accidents when required and submit to the Operations Manager.</li> </ul>
2. Client Transport Journeys - Individual	<ul style="list-style-type: none"> <li>• Assist the driver prepare and load supplies for the vehicle prior to a trip departure.</li> <li>• Assist the driver to call the client per the booking, when warranted during pick-up route.</li> <li>• Assist the client to get enter and exit the vehicle.</li> <li>• Make sure the client's seat belt is buttoned.</li> <li>• Assist the driver stow away clients' belongings such as their walking aid, shopping items and bags.</li> <li>• Responds to client's basic assistance needs such as traversing paths or pushing a shopping trolley.</li> <li>• Collect client's service fee contributions</li> <li>• Report any concern or risk to the driver and the office team.</li> <li>• Complete HKCT recording documents of concerns, incidents or accidents when required and submit to the Operations Manager.</li> </ul>
3. Quality	<ul style="list-style-type: none"> <li>▪ Respects HKCT's quality standards and systems developed are followed so as to meet community transport standards and Aged Care Quality Standards.</li> <li>▪ Record all client feedback via recording documents</li> <li>▪ Participate in HKCT's feedback procedures.</li> <li>▪ Oversees accreditation with community transport standards and other relevant accreditation bodies.</li> </ul>
4. Compliance	<ul style="list-style-type: none"> <li>▪ Work within organisational risk agreed parameters</li> <li>▪ Follow HKCT policies and procedures</li> <li>▪ Respect the need for client boundaries and privacy is upheld</li> </ul>
<i>Other duties as directed from time to time within your skills range and capacity.</i>	

Key relationships	
<b>Internal</b>	<b>External</b>
<ul style="list-style-type: none"> <li>All HKCT employees</li> <li>Other HKCT volunteers</li> </ul>	<ul style="list-style-type: none"> <li>Clients and their families / carers</li> </ul>
Skills, Knowledge and Experience	
<b>Essential:</b>	<ul style="list-style-type: none"> <li>Working with Children and National Police Criminal Check Clearances</li> <li>Demonstrated ability to operate professionally with limited supervision.</li> <li>Multicultural sensitivity and/or experience working with people from culturally and linguistically diverse back grounds.</li> <li>Ability to multi-task with a high attention to detail.</li> <li>An empathetic person and an excellent listener</li> <li>Punctual and reliable</li> <li>Physically capable to manually handle up to 15kg</li> <li>Looking for satisfaction through helping others</li> <li>A great sense of humour appropriate for an aged audience</li> <li>Willing to attend relevant volunteer training whenever needed</li> </ul>
<b>Desirable:</b>	<ul style="list-style-type: none"> <li>Knowledge of the local region</li> <li>Knowledge of the community transport sector</li> </ul>
Key behavioral competencies	
Results orientation	Clear on tasks, energetic and persistent in making things happen.
Judgement	Exhibits sound judgement and the ability to make reasonable decisions in the absence of direction; refers problems or issues to appropriate person(s) when necessary.
Verbal and written communication	Articulates ideas clearly so that others can easily understand the information.
Problem solving	Uses insight to understand and develop simple and clear solutions that solve problems.
Fosters teamwork	Demonstrates the ability to work co-operatively with others on a team. Listens and responds constructively to team members' ideas, offers support.
Initiative	Identifies what needs to be done and takes action before being asked when within your scope of responsibilities.
Planning and organising	Plans and organises tasks and work responsibilities to achieve objectives by setting clear priorities and allocating resources effectively.