

Position Description: Transport – Local Area Guide

Organisational Overview

Access Community Services Limited (ACSL) is Australia’s leader and specialist in settlement, employment, training and youth and social enterprises for migrants, refugees and mainstream clients, in Queensland, particularly in the South East. As a community based, not for profit organisation limited by guarantee, we boast a 30-year history of serving our local community which was originally established in Logan in 1984. We are committed to fostering community development, youth, settlement and employment initiatives and to providing personal support programs to address the needs of disadvantaged youth and community groups including migrants, refugees, humanitarian entrants and visa holders.

Under a social justice framework, we are working together with key stakeholders to create social inclusion and achieve meaningful outcomes for the individuals and communities we serve. Through the development of responsive needs based practice and a commitment to innovation. ACSL is an award winning organisation with demonstrated leading edge programs and services. Our mission is to provide leadership, education, support and advocacy services to build the capacity of migrants, refugees and the broader community to shape their own future. Our vision is to create social, cultural and economic experiences and opportunities that transform the lives of individuals and communities globally.

Group Overview

ACSL’s Vision is a cohesive community where all individuals are valued, participate economically and socially giving everyone the opportunity to participate fully in society. It’s about connecting local communities, family and friends in order to build and strengthen relationships and networks.

The Social Inclusion Support Services Division provides a range of services to eligible participants (including those from newly arrived migrant and refugee backgrounds) to support this goal. Programs within the division include support services specific to long term settlement; youth; mental health; arts, culture and sport & recreation; vocational and complex case support; bilingual and bicultural support services and community capacity building services.

Position Overview

This role will be assisting clients from diverse backgrounds become familiar with the local area, by teaching clients how to use public transport by taking them to appointments or transporting them by car. The purpose of this volunteer role is to help refugees and migrant clients to settle in Australia by assisting them to access local services and learn how to use public transport.

Key Function	Responsibilities, Accountabilities and Deliverables
Key Responsibilities	<ul style="list-style-type: none"> • Provide transport assistance for clients either via public transport or by vehicle. • Be punctual and dependable in picking the client up at the scheduled time. • Maintain confidentiality regarding client information. • Immediately report incidences, accidents or concerns to Volunteer & Student Coordinator.
Key Performance Indicators	<ul style="list-style-type: none"> • Provide support to the program areas of Access as required. • Assist clients to use public transport and negotiate the local area. • Communicate effectively with clients and staff. • Attend annual appreciation events. • Participate in evaluation processes and feedback surveys.
Team Participation HR, Quality & Environment)	<ul style="list-style-type: none"> • Communicate effectively with your manager in order to solve problems and review procedures to ensure improvements in service delivery and customer needs are identified and implemented. • Participate in on-the-job training and meetings and comply with Access Community Services Limited’s (ACSLs) policies and procedures to ensure knowledge and skills are adequate to fulfil your duties. • Comply with the organisation’s Quality Management Systems policies and procedures, to ensure consistency in meeting the expectations of your role. • Comply with the continuous improvement process, completing quality improvement forms and ensuring the continuous improvement process is communicated, promoted and adhered to.

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	<ul style="list-style-type: none"> Behave in a manner that is consistent with the organisations Code of Conduct, to ensure all interactions with stakeholders are positive and represent the values of the organisation.
Work Health and Safety	<ul style="list-style-type: none"> Comply with Access Community Services Limited (ACSL) Work Health and Safety policies and procedures to ensure safety in and out of the workplace is upheld. Take reasonable care for your own health and safety and not to adversely affect the health and safety of others Comply with reasonable instruction that is given by the organization. Be vigilant for situations that may cause a safety risk and take steps to minimize the risk by identifying and reporting potential hazards in the workplace to the Supervisor / Manager. Report any work related incidents, injuries / illness, malfunction of machinery, plant or equipment to your Supervisor / Manager immediately or as soon as possible to ensure investigation occurs in a timely manner and appropriate controls are identified and implemented to prevent recurrence. Wear, use, maintain and care for any Personal Protective Clothing and / or Equipment provided and report any defects. Use lifting equipment and assistive devices as and when required. Participate in rehabilitation processes if injured or ill due to work.

SELECTION CRITERIA

Skills & Experience	<ul style="list-style-type: none"> Valid driver's licence and safe driving record; Have a general knowledge of the Logan, Ipswich, South Brisbane areas; Well developed verbal and written communication and interpersonal skills; Good organisational, problem-solving and time management skills; Positive attitude; Ability to work in a small team.
Other Requirements	<ul style="list-style-type: none"> Current QLD Blue Card or ability to obtain one

APPLICATION & REMUNERATION

Reports to:	Volunteer & Student Volunteer
Hours:	To be negotiated with the Volunteer & Student Coordinator
Term of Employment:	Voluntary as per ACSL Student Placement Engagement Policy
Salary Package:	Voluntary
Location:	Based in Logan but may be required to travel to other site locations.
<p>Access Community Services Limited is an equal employment opportunity employer (EEO) and provides these opportunities to all employees and applicants for consideration and employment.</p> <p>This Position Description is fully compliant with ACSL Policy and Procedure as detailed in ACSL manuals.</p>	

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CERTIFICATION:			
I have reviewed and discussed this Position Description with my Supervisor/Manager and understand that it accurately describes the requirements of this position.			
Position	Name	Signature	Date
Student			
Manager			