

Position title	Social Support Driver/Scheduler
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and community services level 2
Hours per week	28 hours per week – Monday, Tuesday, Wednesday & Friday
Reports to	Manager Wimmera Social Support
Position holder	Vacant

Social Support Driver/ Scheduler

The Social Support Driver/ Scheduler role supports and assists volunteers and staff with scheduling social support activities and transport for clients in the Social Support Program.

The Social Support Driver/ Scheduler will assist the Social Support (SS) program reach targets in social connection, transport, and carers support by organising, scheduling the daily, weekly, monthly rostering of social support, transport, and carers events/ activities.

Social Support:

- Scheduling available volunteers and staff to service the social, transport and clients/carers needs for outings and events
- Data collection and reporting within desired time frames in accordance with the funding requirements
- Assist with social support/transport of clients
- Be committed to empowering clients to achieve their goals
- Assist in preparing for the Aged Care Standards audit process and, in the implementation of any required changes for the program resulting from the audit.
- Assist with administrative duties associated with the Social Support Program/Carers Support Program

General Tasks:

- Enter data into database and assist social support team the use of this data base.
- Social Support Team with any issues that may arise with volunteers and volunteer management, in partnership with the Social Support Manager.
- Contribute to the organisational continuous improvement plan
- Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes in accordance with Centre for Participation procedures
- Undertake other duties and functions as directed, commensurate with current level of skills and classification

Key Selection Criteria

Essential

- Relevant qualifications such as Certificate II in Community Services (CHC20112) or related field and/or proven experience in client relationships.
- Relevant experience with data input and client management systems
- Experience interacting with people with disabilities, the frail and aged.
- Experience working with volunteers.
- Good computer and word processing skills with proficiency in Microsoft Word, Excel, and databases.
- Strong oral communication skills.
- Ability to work successfully as a member of a small team.
- Good understanding of the role of a community not for profit organisation.
- Effective time management, organisational and problem-solving skills with excellent verbal and written communication skills.
- Ability to work with minimal supervision and demonstrate high levels of initiative.
- Demonstrated ability to work effectively as part of a team and with a diverse range of people, cultures, and personalities.

Desirable

- Volunteer coordination experience
- Proficiency in data software programs or similar knowledge regarding data software
- A current Victorian motor vehicle license

Personal attributes

- Confident communicator
- Excellent customer service
- Patient and even tempered
- Self-disciplined
- Ethical and honest
- Determined and positive
- Attention to detail
- Demonstrates initiative
- Problem solving
- Collaborative and supportive
- Flexible and embraces change

Conditions of employment

- All terms and conditions of employment are in accordance with the Social, Community, Home Care and Disability Services Industry Award and the National Employment Standards.
- This position is part time and subject to funding conditions.

Position Description Social Support Driver/ Scheduler

- The employee agrees to abide by all health and safety rules and requirements, policies and procedures of the employer that may be amended from time to time
- This appointment is subject to Police check, Working with Children Check and a current COVID Vaccination Certificate

Chief Executive Officer review and approval:

I have reviewed and approve the above position description

Signature: _____ Date: / /

Robbie Millar - Chief Executive Officer

Employee statement

I have read, understand, and agree to the above position description

Name:

Signature: _____ Date: / /