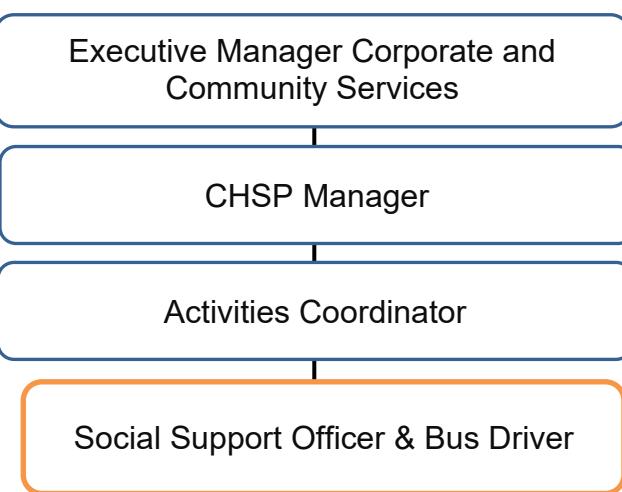




## HR PD - HACC 10 - Social Support Officer & Bus Driver

Position identification					
<b>Position number</b>	HACC 10				
<b>Classification</b>	Level 4	Plus Above Award			
<b>Position title</b>	Social Support Officer & Bus Driver				
<b>Directorate</b>	Corporate Services				
<b>Business unit</b>	Community Services				
<b>Service area</b>	Commonwealth Home Support Programme – Town of East Fremantle Neighbourhood Link				
<b>Location</b>	Tricolore Community Centre & Dovenby House East Fremantle				
<b>Agreement</b>	Local Government Industry Award 2020 Industrial Agreement (LGIA – IA)				
<b>Status</b>	Part Time				
<b>FTE</b>	0.39	<b>Hours p/week</b>	15 to 38 hours per week		
<b>Position created</b>	30/11/2020	<b>Last review</b>	December 2025		

## Reporting relationship



## Corporate key performance areas outlined in:

- Strategic Community Plan
- Corporate Business plan
- Performance Appraisal

## Primary objective(s) of the position

- Provide quality individualised goal focused support in day centre and outing settings specific to client support needs in line with the CHSP Standards of service.
- Contribute to an environment at the day centre and on bus outing conducive to the well-being and safety of the client group.
- Provide a high level of customer service both internally and externally.

## Competencies

<ul style="list-style-type: none"><li>• Customer service</li><li>• Work Habits</li><li>• Self-management</li><li>• Time Management</li><li>• Interpersonal Skills</li></ul>	<ul style="list-style-type: none"><li>• Quality of Work</li><li>• Professionalism</li><li>• Teamwork</li><li>• Communication</li><li>• Initiative</li></ul>
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## Duties

- Work collaboratively with the team to deliver client programs and support clients and their carers according to the Daily Brief.
- Participate in activities as a supportive team member.
- Assist with the development of programs in line with the client Support Plan and undertake Support Plan Reviews.
- Liaise with the Activities Officer & Outing Lead Officer on the progress of clients and provide ongoing assessment of client support needs.
- Undertake duties for the physical and emotional support and comfort of clients (including mealtime assistance, general transfers, and talking/listening skills)
- Drive the bus and assist as bus monitor to ensure the safe transportation and transfers of clients to and from the day centre and outing.
- Adhere to the Town's policies, procedures, Code of Conduct and Workplace Health & Safety requirements.
- Attend staff and planning meetings as required.
- Perform other duties as directed when appropriate to the scope and level of this position.

## Selection criteria (skills, knowledge and experience)

### Essential

- Working knowledge of CHSP Standards.
- Excellent organisation and time management skills.
- Previous experience with aged persons, particularly those with dementia.
- Excellent communication skills (verbal, listening, body language).
- An energetic personality with the strength and stamina to assist with physical supports of clients.
- Proven experience in working in a team.
- A current First Aid Certificate, including CPR certification.
- Current C Class Driver's License.
- Current Light Rigid (LR) Driver's License or willingness to obtain
- A current National Police Clearance Certificate.
- Passenger Transport Driver Authorisation (PTD Authorisation)
- Recent Flu vaccination.
- Certificate III Community Services

## Other specific details of the position

Extent of authority	This position operates under specific direction within limits of Town policy and relevant legislative constraints.
Position has purchasing authority in line with procedure	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> X

## Certification

1. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Manager's signature

Date

2. As position holder I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Position holder's signature

Date