

## Position Description

<b>Title</b>	Wishlist Shuttle Driver		
<b>Job Duration</b>	8 hours shift (flexible)		
<b>Reports to</b>	Accommodation Manager	<b>Location</b>	Nambour
<b>Training</b>	Non driving training, as required	<b>Transport</b>	On the bus route, off street parking

### Overview

key aspect of Wishlist operation is the provision of low-cost accommodation to support patients and their families requiring the services of a SCHHS Hospital. Our accommodation facilities at Reed House, Nambour, Wishlist House, Birtinya and from July 2022, the Wishlist Centre at Birtinya, provide accommodation for patients and carers. The accommodation is available for a wide range of guests often travelling from rural or remote areas of Queensland and undergoing treatment such as chemotherapy and/or radiotherapy. Our facilities also provide emergency accommodation for families needing to be close to critically ill family members, and for patients and their families who may require urgent access to an Emergency Department following a surgical procedure.

An important aspect of the Wishlist accommodation service is the provision of transport from its Reed House facility for patients, carers and family members requiring transport to a SCHHS hospital facility for treatment or to visit seriously ill family members.

### Main duties and responsibilities

Reporting to the Accommodation Manager, the Volunteer Shuttle Driver provides driving services during the hours of 8.00 am to 4.00 pm (flexible):

#### Vehicle Transport:

- Transporting guests to their medical appointments and carers/family members to visit their relative staying in hospital at SCUH or Caloundra Hospital.
- Assisting those patients and carers who may need some assistance from carpark to their appointment / location.
- Driving in a safe manner at all times, ensuring guests safety is always the priority
- Ensure the vehicle is kept operational by keeping it clean, safe and with sufficient fuel and reporting any potential mechanical issues to the Accommodation Manager immediately.

## Customer Service

- Providing a high level of customer service in line with Wishlist Volunteers Code of Conduct
- Be familiar with local services information available to patients, carers and family members, ensuring that enquiries such as location of the nearest shop, hospital outpatient locations etc are responded to or directed to Reception.
- Act as first line response to complaints and feedback in line with Wishlist Feedback and Complaints Policy, escalating all to Reception for documentation and any further action.
- Represent Wishlist in a professional manner in accordance the Wishlist Code of Conduct.
- Maintain confidentiality and privacy in accordance with the Wishlist Privacy Policy
- Follow established operational policies, procedures and work instructions. Identifying and reporting any Health and Safety issues immediately.

## Skills and experience

- Excellent driving ability preference will be given to drivers with previous driving experience e.g., Coach, Shuttle, public transport services or HGV services
- Excellent communication skills, commitment to high level of customer service
- Effective time management skills
- A sense of humour and plenty of energy and stamina
- Ability to complete tasks within set timeframes
- Ability to work alone and as part of the team.
- Reliability and flexibility.
- Enthusiasm and commitment to Wishlist and the volunteer role.

## Qualifications

- Current Queensland Open drivers' licence. Volunteer Shuttle Drivers will be required to complete the attached Drivers Declaration and agree to make Wishlist aware of any changes to the information provided within the declaration within 7 days of an event.
- Drivers may be required, upon request of Wishlist management, to present medical certification of their fitness to drive

## Mandatory

- Act always in accordance with the Wishlist Code of Conduct
- COVID vaccination
- Valid Blue Card (working with children) or application through Wishlist at no charge
- Valid Criminal History Check or application through Wishlist at no charge

## DRIVER DECLARATION (SINGLE DRIVER)

Client Code: \_\_\_\_\_

<b>Policy Number</b>	
<b>Vehicle Description</b>	
<b>Registration Number</b>	
<b>Drivers Name and Address</b>	
<b>Gender: Male or Female</b>	
<b>Date of Birth</b>	
<b>Number of years' experience fully licensed</b>	
<b>Estimated % of use by this driver of nominated vehicle</b>	

**Please circle Yes or No for the following questions:**

Have you in the last 5 years:

- a. had any fines or penalties imposed for a traffic offence, other than a parking fine? Yes / No
- b. been charged or convicted of any driving related alcohol or drug offences? Yes / No
- c. had a driver's licence cancelled or suspended or been disqualified from holding a driver's licence for any period? Yes / No
- d. been responsible for causing any motor accident? Yes / No
- e. had any other incidents involving vehicle damage or vehicle theft? Yes / No
- f. have you been charged or convicted of any crime involving drugs, dishonesty or violence against any person or property or are currently awaiting a court hearing or have charges pending for such offences? Yes / No
- g. have you been declared bankrupt and not been discharged for at least one year? Yes / No
- h. has any insurer refused to insure any motor vehicle for you? Yes / No

**If you have answered "Yes" to any of the questions, please provide details in the space on the following page including the name of any insurer involved.**

**If additional space is required, please attach separate page.**

Date and Full details (incl. the date of each incident, how many points lost, how much over the speed limit. etc)

**DATE**

**DETAILS:**

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

**I declare that all the information given in this document is true and complete.**

\_\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
*Drivers' signature*                      *Date*

\_\_\_\_\_ / \_\_\_\_ / \_\_\_\_  
*Insured's signature*                      *Date*

**RETAIN PHOTOCOPY OF RELEVANT DRIVERS' LICENCE**