

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

POSITION NUMBER: 1093-C

Date reviewed/created: October 2025

POSITION TITLE: Motor Vehicle Driver/Bus Driver – Contractor

TEAM: Finance – Fleet

LOCATION: Carramar

AGREEMENT: Contractor Agreement.

CLASSIFICATION: Motor Vehicle Driver <2950 Kilograms up to 6251 Kg and up to 7700 Kg.

VACCINATION REQUIREMENT: Category A.

PERIOD OF APPRAISAL: Performance will be assessed within 1 month of commencement.

Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Non-Government Organisation whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence-based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family orientated support and therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture, and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

Background to the Program Area of the Position

STARTTS' Fleet team oversees the day-to-day management and operation of the organisation's fleet of vehicles to ensure they are fit for purpose and well maintained to support staff in performing their work. STARTTS fleet vehicles are essential to meeting STARTTS strategic objectives and ensuring the efficient and effective operation of STARTTS services.

STARTTS' Fleet is made up of over 50 vehicles including two 24-seater buses and one 12-seater bus in South Western Sydney. These buses are a vital component of the service and allow the organisation to transport clients to a wide range of activities as part of our programmes to assist them in their healing journeys.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: *Chief Financial Officer (CFO) and to Fleet Officers for day to day matters.*
2. Responsible for: *Nil.*

ESSENTIAL REQUIREMENTS:

1. Possession of a valid Australian Driver's License, specifically Light Rigid or Heavy Rigid class, alongside a demonstrated clean driving record.
2. Demonstrated previous experience in passenger transportation.
3. Demonstrated knowledge of local roads and traffic patterns.
4. Effective oral, written and interpersonal communication skills with diverse populations, including seniors, individuals with disabilities, and non-English speakers.
5. Ability to work independently and as part of a multidisciplinary team within a multicultural environment and demonstrate sound decision making in a fast-paced environment.
6. Demonstrated strong attention to detail and commitment to safety standards.
7. Ability to pass a clear background check and drug screening.

Desirable Requirements:

1. First Aid Certificate.

*This position is considered child-related employment and will require a Working with Children Check and a National Police Record Check.

VACCINATION REQUIREMENTS

****This role is a Category A role.** It is mandatory for **Category A** workers to meet and maintain the vaccination criteria (as per the current NSW Health and STARTTS policies).

Vaccination and/or assessment is required for **Category A** workers for the following transmissible diseases – measles, mumps, rubella, hepatitis B, varicella (chickenpox), diphtheria, tetanus, pertussis (whooping cough), influenza and tuberculosis.

COVID19 vaccination is strongly recommended, but not a requirement for employment.

If successful you must provide evidence of vaccination and/or assessment.

Should you not be able to comply with vaccination requirements before your commencement date, the offer of employment may be withdrawn.

If you have a medical reason for why you cannot be vaccinated, a medical contraindication evidence will be required.

BRIEF DESCRIPTION OF ROLE

The fleet is managed by two Fleet Officers who report to the CFO. This position, based at STARTTS' head office in Carramar, will be responsible for the safe and professional transportation of clients to activities, as well as assisting the Fleet Officers with transporting vehicles to service centres to ensure regular maintenance and the overall safety management system.

PRIMARY OBJECTIVES:

1. Facilitate community transport services for diverse groups across NSW to support the organisation's mission.
2. Cultivate positive relationships with group facilitators to ensure a reputation for courteous and reliable service.
3. Prioritise safe driving practices and always adhere to safety protocols.
4. Effectively manage STARTTS buses, emphasising asset management for optimal performance.
5. Collaborate with the Fleet team to enhance the efficiency and effectiveness of STARTTS bus services.

PRIMARY DUTIES:

1. Driving and Client Care

- 1.1. Transport Customers in accordance with the run-sheet and remain within a designated timetable.
- 1.2. At all times drive the vehicle in a manner that is safe, appropriate and within the requirements of the Roads and Maritime Authority and Transport for NSW
- 1.3. Be responsible for the welfare, comfort and safety of Customers from their home to their destination and return.
- 1.4. Provide courteous, tolerant, supportive and professional service to all passengers.

2. Vehicle Maintenance

- 2.1. Ensure vehicle is clean both inside and out as per the Transport for NSW regulations.
- 2.2. Ensure pre-departure vehicle checks are conducted, and that the vehicle is safe to drive each day.
- 2.3. Follow breakdown and accident procedure.
- 2.4. Follow daily procedures regarding fuel and maintenance.
- 2.5. Report any issues where the vehicle or its equipment is not in sound working conditions.

3. Client Support

- 3.1. Provide friendly and courteous service to all passengers, addressing inquiries and concerns in a professional manner.
- 3.2. Assist passengers with disabilities or special needs, ensuring their comfort and safety throughout the journey.

4. Navigation and Route Management

- 4.1. Familiarisation with designated routes, schedules and efficient routes to ensure timely and safe arrival at proposed designations.
- 4.2. Maintain awareness of traffic conditions, construction and other factors that might impact travel times.

5. Maintain Required Documentation

- 5.1. Maintain accurate records of daily activities, including mileage, passenger counts, and any incidents or unusual occurrences.
- 5.2. Complete required paperwork in a timely and accurate manner.

6. As a STARTTS contractor you are expected to:

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
- Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively seek to improve skills and knowledge that will benefit the organisation.
- Project a professional image at all times and in all situations.
- Undertake any other duties that may be required within the area of work.

Equal Employment Opportunity and Staff Relationships:

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
- STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.

STARTTS Workplace Policies:

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

Induction and Orientation:

- Participate in an Induction and Orientation program with STARTTS.
- Obtain access to Trello and Organimi, which are tools STARTTS utilises for planning, coordination, and project management.
- Provide a clear, passport-style photograph for your profiles on each platform to maintain a visible and identifiable contact within the organisation.

Work Health & Safety Responsibilities:

- Comply with STARTTS WHS policies and procedures.
- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

Risk Management Responsibilities: All staff have a responsibility to identify any risks (i.e., the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

Smoke-free Workplace:

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As a contractor you are required to comply with the 'Non-smoking' Policy.

I have read the **Motor Vehicle Driver/Bus Driver – Contractor** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Contractor Name:

Please print

Contractor Signature: _____ **Date:** _____

CHIEF EXECUTIVE OFFICER: Jorge Aroche

Signature: _____ **Date:** _____

The review for this Position Description is due: October 2027