



HSS REGISTERED

Transport Coordinator
Health Salaried Officers Agreement: Level G4
Position Number: 106176
Patient Support Services
Royal Perth Hospital

Reporting Relationships

Manager, Patient Support Services (RPBG)
 HSO Level G-9
 Position Number: 106692



Assistant Manager, Patient Support Services
 HSO Level G-7
 Position Number: 106079



This Position



Directly reporting to this position:

Title	Classification	FTE
• Transport Officers	HSWA; Level 7	9.0
• Transport Courier	HSWA; Level 5	1.0

← Also reporting to this supervisor:

- Patient Appliance Centre & Mailroom Coordinator, HSO 3, 1.0 FTE
- PSS Supervisors, HSO 4, 7.0 FTE
- Administration Assistants, HSO 3, 7.2 FTE

Key Responsibilities
 Responsible for coordinating a highly customer focussed patient transport service. Provides direction to Transport Officers and liaises with customers and external service providers. Ensures the effective deployment and utilisation of the resources of the service.

Brief Summary of Duties (in order of importance)

1. Coordination of Transport Services

- 1.1 Receives and coordinates requests for patients and other transport services utilising an electronic task allocation database system (CARPS).
- 1.2 Establishes priorities and distributes the workload to the Transport Officers on duty, according to the level of urgency.
- 1.3 Liaises with the internal hospital staff concerning their transport requirements as necessary.
- 1.4 Liaises with staff of other hospitals concerning transport requirements as necessary.
- 1.5 Communicates with various commercial airline services, St. John Ambulance, Royal Flying Doctor Service and various bus and rail services as necessary to arrange appropriate transport.
- 1.6 Liaises with the Facilities Management Department concerning vehicle replacement and vehicle maintenance.
- 1.7 Maintains adequate staffing levels in the transport section.
- 1.8 Supervises the Transport Officers in the course of their duties and provides guidance on issues relating to their position.

2. Administration

- 2.1 Authorises payment of invoices from St. John Ambulance and all airline services.
- 2.2 Prepares rosters as required.
- 2.3 Provides and maintains statistical data in relation to the transport service.
- 2.4 Utilises computerised Rostering and Human Resource Information Systems such as RoStar and HRIS.
- 2.5 Utilises various computerised software packages (Word, Excel, PowerPoint etc).
- 2.6 Facilitates Performance Management of the workforce.
- 2.7 Assists in Human Resources and Industrial Relation issues such as implementation of Policy & Procedures, Contracts, initial investigation of Grievances, Recruitment and Selection of staff.

3. EMHS Governance, Safety and Quality Requirements

- 3.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 3.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 3.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 3.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

4. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Previous experience supervising and leading a diverse workforce in a large organisation.
2. Demonstrated leadership skills and attributes.
3. Demonstrated organisational skills including the ability to coordinate and allocate multiple tasks according to priorities.
4. Well-developed oral and written communication skills in order to effectively interact with various clients and staff, both internal and external.
5. Sound knowledge of PC based Microsoft applications such as Excel, Word and Outlook.
6. Well-developed interpersonal and negotiation skills.
7. Ability to prepare and coordinate complex rosters.
8. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Certificate qualifications in a relevant discipline – e.g. Cert IV in Training or Frontline Business Management.
2. Knowledge and experience of training and Quality Assurance principles.
3. Previous experience using Computerised database task allocation software (e.g. Carps)

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

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

Bill Poposki		HE82960	
Manager / Supervisor Name	Signature or	HE Number	Date
Richard Jarvis		HE116398	
Dept. / Division Head Name	Signature or	HE Number	Date

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

Occupant Name	Signature or	HE Number	Date
Effective Date			

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on	March 2020
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