

POSITION DESCRIPTION

Position Title:	Transport Coordinator
Reports To:	Centre Liaison Service Support Manager
Responsible for:	No direct staff reports All Volunteers
Work alongside	Chief Executive Centre Staff, and Centre Volunteers Central Districts Division Staff Volunteer Coordinator and Volunteer Drivers Mid Central DHB Executive Committee Members Cancer patients and their whānau Other Health providers
Employed By:	Chief Executive of the Central Districts Division of the Cancer Society of NZ

Our Vision, Te Matakite

- To be the leading organisation dedicated to reducing the incidence of cancer and ensuring the best cancer care for everyone in New Zealand

Our Mission, To mātou koromakinga

- To improve community well-being by reducing the incidence and impact of cancer in New Zealand Aotearoa.

Our Principles, Ngā Matapono

- Equity
- An independent and professional voice
- Cooperation & collaboration
- Evidence-based best practice
- Responsiveness and relevance

Our Values, Ngā Tikanga

Integrity

- We live what we teach, we do what we say we are going to do, and we are trusted by the community and use every dollar wisely.

Excellence

- We strive to be the best at everything we do, we focus on delivering outcomes, we constantly look for ways to improve; we make a difference.

Respect

- We care about people; we provide judgement-free services to everyone who needs them

Key Stakeholders, Kī Whanaungatanga

Internal stakeholders:

- Area Manager
- Service Support Manager
- Chief Executive
- Executive Committee & working groups
- Staff and volunteers
- Cancer Society of NZ National Office Volunteering Manager
- Central Districts Division regional staff

External stakeholders:

- General public
- Maori Health Services
- Non-Government organisations
- Public Health Unit
- Primary Health Organisations
- Local and Regional Cancer Control networks.

Background

- The Central Districts Division is one of six Cancer Society Divisions throughout New Zealand. Its main office is in Palmerston North with Centres in Taranaki, Whanganui, Manawatu, Hawke's Bay and Gisborne.
- The Volunteer Driving Service is a cornerstone of the organisation, to deliver service to family/ whanau who require transport to treatment

Purpose of the Role, Whāinga te āhuatanga

- Coordinate travel requirements for cancer patients attending the regional Cancer Treatment service

Experience and Qualifications, Tautōhito Tohu

- Qualification &/or experience working with Volunteers.
- Experience working in the Not-For-Profit Sector
- Proficient in the use of Microsoft Office and data bases (especially Volunteer DBs)
- Hold a current NZ full driver's license.

Professional Competencies, Mātanga Mōhiotanga

Essential:

- Ability to multi-task
- Detail-oriented and organized
- Ability to work both independently and as a member of a larger staff team
- Familiar with volunteering technologies and software
- Leadership experience
- Conflict management skills
- Excellent communication skills
- An understanding of Te Tiriti o Waitangi

Desired/ Additional:

- Knowledge of volunteerism and volunteer management practices
- Multi-lingual

Personal Attributes, Huanga e pa ana

Interpersonal:

- Easily builds relationships and can connect with people from diverse cultures and backgrounds.
- Outstanding community and business networks.

Organisational skills:

- Exceptional planning, task and time management skills.
- Attention to detail and ability to demonstrate a high level of ownership and commitment to achieving results.
- Uses effective methods to determine priorities, set goals, create a plan, take action and measure results.

High Work Standards:

- Personal values and ethics align with those of the Cancer Society.
- These values and principles guide decisions in the absence of precedents.
- Sets high standard and practices critical reflection for personal work performance.

Initiative:

- Takes a systematic, proactive approach to solving problems rather than reacting to symptoms.

Sensitivity & empathy:

- Shows awareness of the special understanding of diverse cultures.
- Demonstrates empathy and respect.
- Shows consideration for the impact that decisions and actions are likely to have on others.

Learning focused:

- Actively seeks opportunities for continual professional and personal development.
- Engages in self learning to improve job-related knowledge and skills.
- Seeks feedback and responds positively to enhance performance and service delivery

Active team member:

- Can work autonomously and also thrives on being an active member of a dynamic team, and does not hesitate to offer to help others to meet the objectives of our organisation.

Key Responsibilities and Tasks, Mahi Kawenga

- Liaise with volunteer drivers and shuttles re schedules
- Patients are referred to appropriate services to have their supportive care needs assessed and addressed when required
- Advocate volunteering and client concerns as appropriate
- Any complaints of advocacy issues are followed up in a timely manner
- Functional relationships are maintained with the hospital travel officer, Ozman House, and staff in other DHBs and Cancer Societies
- Privacy and management of the Mid Central DHB Mosaiq system is of high importance
- Record incidences where processes have not worked well and raise these with the appropriate staff for action
- Active participation and engagement in team meetings, special events and fundraising, planning and other team processes and activities Referrals are passed onto appropriate areas
- Ensure volunteers are appropriately recognised and acknowledged within the Centre
- Reports prepared and presented to Manager(s) and/or committees as requested and are comprehensive and on time.
- Cover for other staff while they are on leave as required
- Attendance at local, divisional and other National meetings - overnight travel for meetings/training as required.
- Assist when the reception area is unassisted and the administrator is unavailable

Key Performance Indicators

- Clients are making it to their appointments safely and on time
- Service Manager, Centre Liaison and Executive satisfaction with core service performance.
- Positive feedback from Cancer Society service and stakeholder evaluations - partners, clients & volunteers.
- Work towards achieving professional competencies and personal development goals.

Resources

- Access to Cancer Society vehicle for work purposes,
- Professional development & training opportunities,
- Regular performance reviews,
- Information technology,
- Administration staff and volunteers,
- Annual budget.

From time to time, other duties, tasks, and work with the team at the Centre or the Division may be required as part of the role to contribute to the growth, events and functions, or profile of the Cancer Society in the Community

I have read and understood this Position Description

Signed _____

Name _____

Date _____