



## POSITION DESCRIPTION

Position Title:	Transport Supervisor
Location:	Dandenong DC
Reporting to:	Transport Manager
Direct Reports:	Eastern Divers (10)

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.



The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

**PURPOSE OF ROLE**

The role of the Transport Supervisor is to offer day to day supervision and mentoring to a team of Drivers in the Eastern area. This role will also support the team in the collection donated goods from public homes, business and SVDP donation bins and deliver to storage and/or assistance recipients in times of high need.

**KEY ACCOUNTABILITIES**

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society</li> <li>• Respect the Catholic values inherent within the Mission of this organisation</li> <li>• Ensure the Society’s values are incorporated into all aspects of the role</li> <li>• Respect the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture.</li> <li>• Actively participate in activities that develop personal and professional skills, knowledge and experience.</li> <li>• Advance organisational objectives and champions important issues with key stakeholders</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings.</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change.</li> <li>• Maintain high level awareness of client/member issues as impacted by political, economic, social and technological change</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for your own safety and that of others that may be affected by your actions or lack of actions</li> <li>• Identify and resolve hazards where you identify them</li> <li>• Manage hazards &amp; risks that you cannot resolve by using the Issue Resolution flowchart</li> <li>• Report incidents within 24 hours of them occurring on the incident reporting system</li> <li>• Manage day to day risks through co-operation with the decisions and actions taken by SVDP to provide a safe workplace</li> <li>• Ensure safe manual handling techniques are adhered to</li> </ul>
<b>Technical / Professional</b>	<ul style="list-style-type: none"> <li>• Liaise with management, suppliers and customers with respect to distribution facility operations detailing and co-ordinating activities of other distribution facility workers or maintaining control registers including inventory control and being responsible for the preparation and reconciliation of regular reports or stock movement, dispatches, etc.</li> <li>• supervise and provide direction and guidance to other employees including the provision of on-the-job training and induction</li> <li>• Work with a high degree of autonomy with the authority to make decisions in relation to the successful day to day operation through supervision and</li> </ul>



	<p>coaching.</p> <ul style="list-style-type: none"> <li>• Support the drivers and help with any issues that arise (with the help of the Transport Manager if needed)</li> <li>• Conduct regular team meetings with focus on set targets/KPIs.</li> <li>• Assist the Transport Manager ensuring resources are utilised and maximised efficiently.</li> <li>• Foster a strong customer service culture with all team members</li> <li>• Ensure all related administrative duties are carried out accurately. eg. driver timesheets/processing of reports and any invoicing</li> <li>• Ensure all work environments are clean and ready for use</li> </ul>
<b>Relationship – Internal &amp; External)</b>	<ul style="list-style-type: none"> <li>• Establish positive working relationships and open communication channels within your work group/s.</li> <li>• Foster and maintain a positive culture within your work group/s and the organisation.</li> </ul>
<b>Continuous Improvement / Quality &amp; Performance Measurement</b>	<ul style="list-style-type: none"> <li>• Maintain and create (where necessary) clear work procedures for the driver team with guidance from the Transport Manager to maintain or enhance the quality of the service</li> <li>• Encourage a continuous improvement mindset with the team to identify trends or ideas for improved service delivery to all customers (internal and external) on an ongoing basis.</li> <li>• Ensure Annual Performance Reviews of the team are carried out transparently with respect, ensuring opportunities to further improve or expand skills is provided</li> <li>• Assist the Transport Manager with the continuous development and improvement of procedures and processes to enhance productivity and efficiencies</li> <li>• Ensure compliance with systems and procedures</li> <li>• Identify trends and methods for improved service delivery to Vinnies on an ongoing basis.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Lead the driver team in service delivery with a focus on achieving Exceptional Customer Service</li> <li>• Develop and communicate clear expectations / outcomes with the team</li> <li>• Provide Leadership as a coach to create a learning culture and to ensure the team is supported</li> <li>• Encourage a harmonious and professional team environment and contribute to the development of a learning culture.</li> <li>• Participate in and contribute to regular team meetings, providing input into work practices and communication issues.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Cover driver's runs when needed.</li> <li>• Attend to urgent response work i.e. Assessments, Corporate, Bin Clearances or other single person activities</li> <li>• Undertake other duties as requested by the Transport Manager.</li> </ul>



## POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Transport Manager	Internal	<ul style="list-style-type: none"> <li>Direction and Guidance regarding Transport &amp; Logistics Matters</li> </ul>
Drivers / Jockeys	Internal	<ul style="list-style-type: none"> <li>Day to Day Supervision</li> </ul>
Transit Centre Team Leader	Internal	<ul style="list-style-type: none"> <li>Inward/Outward Donations</li> </ul>
Transport Assistant	Internal	<ul style="list-style-type: none"> <li>Direction / Support</li> </ul>
Transport Call Centre Team Leader	Internal	<ul style="list-style-type: none"> <li>All matters regarding donations or transport requests</li> </ul>
Transport Call Centre Team	Internal	<ul style="list-style-type: none"> <li>Matters regarding donations or transport requests</li> </ul>

## DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

## INHERENT PHYSICAL REQUIREMENTS

Activity	Frequency			
	Rarely	Sometimes	Often	Always
Driving – Metro / Regional, long distances may be covered			x	
Loading / Unloading – up to 120kg cages when fully loaded using the tailgate working in two's. Push / Pull / Manipulate 15kg when empty.				x
Loading / Unloading – up to 105kg bales Roll / pull / push		x		
Loading / Unloading – up to 20kg bags Lift / Carry / Drag				x
Loading / Unloading – Boxes to 20kg Lift / Carry	x			
Loading / Unloading – Furniture – chairs / beds / couches / wardrobes				x



Loading / Unloading – Empty donation bin Repetitive lifting of light bags in an enclosed space		x		
Furniture Removal – chairs / beds / couches / wardrobes		x		
Furniture Removal – Negotiate stairs with furniture		x		

## DRUG & ALCOHOL RESTRICTIONS

- Must not drive under the influence of drugs, including prescribed drugs which may affect their driving
- Must be compliant with a zero alcohol limit

## KEY REQUIREMENTS

### Skills

- Maintain a high level of Professionalism across all
- Outstanding communication and influencing skills to deal effectively with a broad range of internal and external stakeholders
- Highly developed interpersonal skills including the ability to coach and lead people to develop a strong team culture
- An ability to respond and resolve disputes
- Innovative & practical in problem solving
- Strong attention to detail
- Effective judgement & decision making
- Ability to work well under pressure

### Knowledge / Experience / Qualifications

- MR+ Truck Licence
- Demonstrated experience leading and engaging people (a team) to achieve objectives
- Proven leadership experience with a drive to succeed and achieve results
- Experience in planning, prioritising and organising work, both on an individual and team basis, within a set timetable and in an environment of change and conflicting demands
- Experience in supporting performance through training and development
- Demonstrated previous experience in a Transport & Logistics environment
- Good understanding of multi drop / furniture collections.
- Experience in implementing and maintaining quality control techniques and procedures
- Knowledge of Occupational Health & Safety matters relating to workplace environments
- Experience with the MS Office Suite and a high level of general computer literacy
- Knowledge and Understanding of Geographical serviced areas
- Experience in Fleet Time Management

### Attributes

- A real passion for delivering incredible customer service
- A “Can do” proactive attitude and positive team spirit
- Behaves in an ethical and professional manner at all times
- Outcomes driven with a solutions focused creative mindset



- Leadership, courage and resilience
- Awareness of, and ability to work within, the ethos of the Society

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.