

**Job Advertisement: Transport Coordinator**

**Start Date: 10<sup>th</sup> April or by negotiation**

**Hours Per Week: 35 hours per week**

**Monday to Friday 8.30am - 4pm with a half hour unpaid break**

**Closing Date: 25<sup>th</sup> March at 4pm or when a suitable candidate is appointed.**

Franklin Family Support Services are looking for a new team member to run our Transport contract. This role co-ordinates our volunteer drivers with individuals who need transport to medical appointments within the CMDHB region.

The role requires a high level of service, managing trips for people who may be elderly, unwell or in need of medical support. It also requires a high level of attention to detail, working on the computer and in processing payments to the drivers, as well as providing reports to the Health Board.

**Key Tasks**

- Coordinate requests for volunteer drivers from clients and ensure that a high level of service is maintained
- Manage bookings for volunteer drivers and adjust, and allocate as needed
- Record and maintain records and reporting required to meet contractual obligations
- Produce report for weekly driver payments
- Liaising with health providers regarding client appointments
- Coordinate volunteer drivers and ensure appropriate paperwork and information is supplied
- Updating driver information as required including police vetting and insurance and drivers licence details
- Arranging regular volunteer driver meetings, sending thank you emails etc
- Monthly report to the team leader and CEO reviewing the service
- Address any concerns or complaints and discuss with management
- Refer clients or volunteers to other services as appropriate
- Liaise with Age Concern, CAB, Retirement Villages to recruit new volunteer drivers.
- Support with reception as required
- Any other tasks as required

Please forward a CV or letter outlining suitability to the role to Robyn Driver, Chief Executive, at [rdriver@familysupport.org.nz](mailto:rdriver@familysupport.org.nz)

*Date of advertisement: Tuesday 10<sup>th</sup> March 2022*