

# ROLE DESCRIPTION

## Transport Driver

<b>Portfolio</b>	Communities and Justice	
<b>Department</b>	Corrective Services NSW (CSNSW)	
<b>Division/Branch/Unit</b>	Corrections Industry and Capacity Group / Corrective Services Industries (CSI)	
<b>Location</b>	Windsor/NSW Regional locations	
<b>Classification/Grade/Band</b>	Transport Driver	
<b>Role Number</b>	Various	
<b>ANZSCO Code</b>	733111	
<b>PCAT Code</b>	1112192	
<b>Date of Approval</b>	19 July 2018	<b>Ref: CS0181</b>
<b>Agency Website</b>	www.correctiveservices.dcj.nsw.gov.au	

*Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.*

### Agency overview

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

### Primary purpose of the role

Provide a range of transport and logistics services to all Corrective Services NSW (CSNSW) /Corrective Services Industries (CSI) clients and customers in a safe and timely manner, in compliance with the National Heavy Vehicle Law (NHVL) and the Road Transport Laws enforced by the Roads and Maritime Services (RMS), and in adherence to CSNSW Policy and Procedures.

### Key accountabilities

- Provide a full range of heavy vehicle transport driver operations and logistics services in accordance with RMS legislation and regulations, to deliver goods and services.
- Comply with relevant legislation, regulations, and CSNSW standards such as Work Health & Safety (WH&S), security arrangements at specific work locations and Hazard Analysis & Critical Control Points (HACCP) to ensure the appropriate and safe carriage of food products (perishable or frozen), general freight, fragile and sensitive goods.

- Accurately complete all relevant delivery documentation to ensure traceability and accountability of goods and services.
- Maintain up to date and accurate manual and electronic records required by management and clients to assist with reporting and responses to enquiries.
- Refer client and customer feedback to the relevant managers within Corrective Services Industries to assist with resolution and escalation of issues and contribute to quality customer service and improvements.
- Carry out daily heavy vehicle maintenance checks of the allocated vehicles, provide feedback to the Manager and initiate any required maintenance action in conjunction with management, to ensure the vehicle is safe, remains in a good condition to drive and complies with required obligations.
- Respond to enquiries (over telephone, electronically or face to face) and provide information, and escalate these to the Manager where necessary to enable effective and timely resolution.

### Key challenges

- Dealing with, and adapting and responding to the need to provide instruction to a transient inmate labour force with a varied range of skills, knowledge and capabilities
- Maintaining up to date knowledge of all relevant legislation, regulations, standards and policies given the need to adhere and comply to all internal and external driver obligations

### Key relationships

Who	Why
<b>Internal</b>	
Warehouse Manager & Logistics Coordinator/CSI Operations Manager	<ul style="list-style-type: none"> <li>• Receive direction and guidance</li> <li>• Obtain instructions regarding delivery of loads and maintenance of trucks</li> </ul>
Logistics Services Officer	<ul style="list-style-type: none"> <li>• Advise discrepancies regarding the status and quality of goods delivered</li> </ul>
Custodial, warehouse and administrative staff at regional locations/ correctional centres	<ul style="list-style-type: none"> <li>• Liaise regarding the carriage and pick up of goods to be delivered to customers</li> <li>• Exchange information</li> </ul>
<b>External</b>	
Inmate labour employed within Corrective Services Industries at correctional centres	<ul style="list-style-type: none"> <li>• Liaise in relation to the loading and unloading of trucks and completion of relevant paperwork</li> </ul>
Customers	<ul style="list-style-type: none"> <li>• Provide information and respond to enquiries</li> </ul>

### Role dimensions

#### Decision making

The Driver is directly accountable to the Warehouse Manager & Logistics Coordinator/CSI Operations Manager for the pickup and delivery of products and services on behalf of CSI.

The role contributes to decisions concerning heavy vehicles, routes, timing of deliveries and safe work practices.

The role is required to ensure that all deliveries and pick-ups are undertaken in accordance the the established scheduled routes and in compliance to NHVL, RMS, WH&S legislation and NSW Food Authority guidelines, as well as with CSNSW policy and procedures.

The role refers all client feedback to the Manager.

### Reporting line

Warehouse Manager & Logistics Coordinator/CSI Operations Manager

### Direct reports

Nil

### Budget/Expenditure

Nil

### **Key knowledge and experience**

- Sound knowledge of all traffic laws, relevant legislation and safe work practices for the loading, unloading and securing of goods
- Knowledge of safe carriage and handling of food products requirements in line with NSW Food Authority and HACCP guidelines

### **Essential requirements**

Appropriate driver's licence for the allocated vehicle

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

### **Capabilities for the role**



The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

### **Focus capabilities**

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.





The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way</li> <li>Build understanding of ethical behaviour</li> <li>Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation</li> <li>Speak out against misconduct and illegal and inappropriate behaviour</li> <li>Report apparent conflicts of interest</li> </ul>	Foundational
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>Speak at the right pace and volume for diverse audiences</li> <li>Allow others time to speak</li> <li>Listen and ask questions to check understanding</li> <li>Explain things clearly using inclusive language</li> <li>Be aware of own body language and facial expressions</li> <li>Write in a way that is logical and easy to follow</li> <li>Use various communication channels to obtain and share information</li> </ul>	Foundational
 Results	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>Seek clarification when unsure of work tasks</li> <li>Complete own work tasks under guidance within set budgets, timeframes and standards</li> <li>Take the initiative to progress own work</li> <li>Identify resources needed to complete allocated work tasks</li> </ul>	Foundational
 Business Enablers	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Display familiarity and confidence when applying technology used in role</li> <li>Comply with records, communication and document control policies</li> <li>Comply with policies on the acceptable use of technology, including cyber security</li> </ul>	Foundational

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	Capability Name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational