Southern Migrant & Refugee Centre

POSITION DESCRIPTION

Position Title	Community Transport Driver		
Team	Diverse Care		
Classification	Miscellaneous Award	**Employment Status**	Part time (Maximum of 19 hours per week) on-going
Position reports to	Service Planning and Coordination Officer _Transport		
Location	South East Melbourne, primarily based in Dandenong		
	May 2026		

COMPANY PROFILE

Southern Migrant Resource Centre (SMRC) is a community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs.

SMRC supports the settlement of newly arrived refugees and provides community-based services for migrants and refugees through in-language social and economic participation and health and wellbeing programs.

The Southern Migrant and Refugee Centre (SMRC) commenced operating in 1993 delivering support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people dedicated to enabling refugees and migrants to achieve their goals and aspirations.

The workforce teams are divided into Health and Wellbeing, Settlement Services, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

The CORE VALUES/Unique characteristics are:

- **Integrity** | We are open, honest, and transparent, and consistently strive to do the right thing.
- **Compassion** | We are inclusive and employ empathy, kindness, and a commitment to treating others as equals in all we do.
- **Accountability** | We are individually and collectively responsible and hold each other and ourselves to account for our decisions, actions, performance, and behaviour.
- **Respect** | We embrace diversity, and we respect and value the rights, strength, opinions, and experiences of the individuals and communities with whom we work.
- **Excellence** | We set and achieve ambitious goals and we take pride in the delivery of high-quality services that have a positive impact.

Position Objective

The Community Transport Driver is responsible for safely transporting clients to and from SMRC venues, programs, and community activities, including outings as required.

The role supports client participation, independence, and social inclusion by providing reliable, culturally responsive, and client-focused transport services. The driver ensures client safety, vehicle safety, and compliance with organisational policies and relevant legislation. This position operates under general supervision and performs routine tasks.

Key Responsibilities

Southern Migrant & Refugee Centre

Characteristics of this level –

- Work under general guidance within clearly defined guidelines and undertake a range of activities
- May contribute specific knowledge and/or specific skills to the work of the organisation.
- Expected to have an understanding of work procedures relevant to their work area and may provide assistance to volunteers concerning established procedures to meet the objectives of a minor function.
- Responsible for managing time, planning and organising their own work
- Employees at this level could be required to resolve minor work procedural issues in the relevant work area within established constraints.

Core Responsibilities of the role

Transport & Client Support

- Safely transport clients to and from designated venues and activities.
- Assist clients to enter and exit vehicles safely, including use of mobility aids where required.
- Provide a respectful, welcoming, and culturally sensitive environment during transport.
- Monitor client wellbeing during transport and report concerns to the relevant supervisor.
- Maintain appropriate professional boundaries at all times.

Vehicle & Safety Compliance

- Conduct daily vehicle safety checks prior to use.
- Ensure vehicles are clean, fuelled, and maintained in accordance with organisational procedures.
- Report mechanical issues, incidents, or hazards promptly.
- Maintain accurate vehicle logbooks and trip records.
- Ensure compliance with road laws, Occupational Health and Safety (OHS) standards, and organisational policies.

Administration & Record Keeping

- Maintain accurate attendance and transport records.
- Complete incident reports as required.
- Communicate schedule changes or delays promptly to relevant staff.
- Follow booking and scheduling procedures.

Team & Organisational Contribution

- Work collaboratively with program staff and administration teams.
- Participate in team meetings and training as required.
- Support a positive, inclusive, and safe workplace culture.
- Uphold the organisation's values and commitment to safeguarding vulnerable people

Southern Migrant & Refugee Centre

Team Responsibilities

- **Aged Care Accreditation:** Support the program's accreditation process and ensure all services align with the Aged Care Quality Standards.
- **Accountability for KPIs**: Ensure performance meets or exceeds KPIs, aiming for no less than 98% as specified in the service contracts.
- **Project proposals:** Contribute to the development of funding proposals, tenders, service models, research and innovation.
- **Collaboration & Co-Design**: Work with SMRC teams, communities and agencies to build a positive and collaborative team environment to avoid program duplication and co-design initiatives that promote and enhance economic and social participation and well-being for eligible clients.
- **Relationship Building**: Foster positive relationships through role modeling, practical support and participation in program activities and events.
- **Communication:** Effectively communicates and maintains professional relationships with clients, staff and key stakeholders.
- **Team Support**: Assist other team members during high-demand periods or staff absences.
- **Strategic Plan Execution**: Ensure operational objectives align with and are executed according to the Manager's direction, contributing to the strategic plan's success.
- **Continuous Improvement:** Contribute to a practice of Continuous Improvement and innovation in all areas of work.
- **Client confidentiality and dignity:** Understands systems and policies for protection of client.

Key Selection Criteria

Qualifications

- Current valid Full Victorian Driver's Licence.
- Current First Aid Certificate (or willingness to obtain).
- CPR Certificate (or willingness to obtain)
- Manual handling Certificate, animate and inanimate objects (or willingness to obtain)

Key Knowledge Areas – Role specific

- Demonstrated safe driving record.
- Experience working with vulnerable people, including migrants, refugees, older persons, or people with disability (or similar).
- Understanding of and commitment to cultural safety and inclusion.
- Ability to communicate effectively and respectfully with diverse communities.
- Ability to maintain accurate records; including attendance

Key Knowledge Areas – General

- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
- Demonstrates active listening and asks appropriate questions when dealing with clients/members and colleagues, Demonstrate SMRCs Values in all work and communications.
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.

- Openly shares information, participates and contributes to team discussions.
- Support and maintains a positive approach to change and adapts to new or different ways of working.

Requirements

- Current Victorian drivers' licence and own vehicle
- Recent 5 year Demerit point and Driver History Report or willingness to obtain

Staff reporting to this position

None

Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

SMRC staff may be invited to represent SMRC in external communications, including but not limited to videos, photos, and interviews. Participation is entirely voluntary. Manages own risk and ensures that risks are identified and reported in own work context.

All SMRC People must

- Contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to policies and procedures which aim further culturally safe, inclusive and respectful work practises.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.
- Participate in professional development by actively participating in staff development workshops and training programs.
- Manage own risk and ensure that risks are identified and reported.

Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

All appointments to the SMRC are subject to the following:

- Police Check (not older than 6 months)

- Employee Working with Children Check (not expired)
- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at www.smrc.org.au or for further information contact the People and Culture Team on 03 9767 1900 or at hr@smrc.org.au.

Employee Signature

I have read, understood and accept the above position description.

Employee Name	Employee Signature	Date
Manager Name	Manager Signature	Date