

## fiXit – Volunteer Truck Driver

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Concern Australia works in partnership with young people and their families to create positive opportunities and hopeful futures. Our programs provide education, employment, housing, youth justice and homelessness services. We focus on innovative and empowering pathways which build on young people's talents and resilience and support them to reach their goals.

fiXit is an automotive social enterprise which creates entry-level jobs for young people who have disconnected from education, with the goal of creating new employment pathways and equipping them with employment ready skills.

### Primary Job Purpose

The fiXit Volunteer Truck Driver supports our social enterprise by picking up and dropping off donated motor vehicles between the fiXit workshop based in Sunshine West and donor locations across Melbourne. The cost of tow truck driver training and obtaining a licence will be covered by the organisation.

As a volunteer of the organisation, this role also:

- models Concern Australia's OHS & child safe values and behaviours and holds others accountable to the same standard and
- upholds Concern Australia's relationship and reputation with clients, external stakeholders, and the broader community by conducting themselves in alignment with our values of faith, integrity, respect and belonging.

### Responsibilities

Assist wherever the fiXit social enterprise requires support in the following areas:

#### Customer Service

- Motor vehicles pick up and drop off.
- Provide donors with a warm and welcoming experience and collect paperwork.
- Action is taken to avoid, reduce and control risks and safety as a priority.
- Risks are reassessed to make sure that controls are accepted as part of work practice.

Tasks beyond the scope of this position description but in line with the incumbent's skills, competencies, and training, may be present from time to time. Reasonable requests for such duties to be discussed and agreed with the manager and executed accordingly.

This role requires regular manual handling, bending, reaching, holding, walking, standing, and occasional exposure to noise and working at heights.

### Qualifications/Experience

- Experience and basic knowledge of fixing motor vehicles.
- Have a desire to use the truck driver training for future career or 'pay-it-forward' opportunities.

### Skills

- Highly developed interpersonal rapport and relationship building.
- Confident in navigating Melbourne's freeways and busy streets.
- Patience
- Strong communication skills, both written and orally.
- Highly reliable and committed.
- Desired, but not essential:
  - Basic computer skills, including the use of Microsoft Outlook, Word, Excel and database entry.

### Security checks, licences, and other requirements

- Satisfactory National Police Check and where applicable, International Police Check.
- Working with Children Check.
- Victorian drivers' licence.

### Reports to

General Manager – Business Operations

### Supervises

N/A

### Child Safety Commitment

Concern Australia is committed to providing child safe and protected environments in all its activities and programs and has a zero-tolerance approach to child abuse or exploitations. Contact and working with children is a critical responsibility. Children have the

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right to be safe and protected. All employees are required to have a valid Working with Children Check, National Police Check and International Police Check (International Police Check where applicable).

Volunteer Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_