

POSITION DESCRIPTION

Position:	Truck Driver (Heavy Combination) & Customer Service Assistant - MBPH Foundation Screening Truck
Directorate	Clinical Operations
Division:	Outpatient Services
Business Unit:	Specialist Clinic
Award:	Road Transport & Distribution Award
Reports to:	Business Manager – Specialist Clinic
Cost Centre:	Z2009



MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 1200 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 7** of this document.

INCLUSION

At MBPH, we firmly believe that fostering diversity, equity, and inclusion is essential to the success of our health service, our employees, our patients, and the wider community. We wholeheartedly embrace diversity and highly value the diverse experiences of individuals from all ethnicities, faiths, ages, disabilities, cultures, languages, gender identities, sexes, and sexual orientations.

We extend a warm welcome to lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) individuals, inviting them to be a part of our inclusive health service.

Aligned with our HEART Values, we are dedicated to further enhancing accessibility and promoting inclusive practices across all aspects of our workplace.

STRATEGIC OBJECTIVES



POSITION SUMMARY

The Screening Truck Driver is responsible for the safe, compliant, and efficient operation of the MBPH Foundation Rural Imaging Australia Mobile Screening Truck, providing breast, skin, and heart screening across regional and remote communities.

This role ensures the vehicle is transported, parked, set up, packed up and maintained to support high-quality clinical services, promotion and community engagement. It combines HC-level driving, logistics, equipment handling, and site safety responsibilities to enable reliable and accessible mobile health screening delivery to the communities and groups engaging with the services.

In addition, this role will assist and support the activities of the clinical team by arranging and supporting the health promotion activities as directed.

KEY RESPONSIBILITIES AND DUTIES

Driving & Transport Operations

- Operate and manoeuvre the **Heavy Combination (HC)** screening truck safely across metropolitan, regional, and remote locations. This will also require safe positioning of the truck into a variety of site locations including uneven ground and potentially high pedestrian areas.
- Comply with:
 - Road Safety Act (of the relevant state)
 - NHVR fatigue management requirements
 - Chain of Responsibility (CoR) obligations
 - NHVAS and MBPH policy requirements
- Complete daily pre-start and post-operation vehicle checks, inspection and documentation as required
- Maintain accurate driver logs, fuel records, mileage, and maintenance reports.

Mobile Clinic Setup & Pack Down

- Position and stabilise the truck for clinical operations as per the systems included on the truck, including:
 - safely and securely deploying stabiliser legs

- Implementing levelling mechanisms
 - safely install external stairs, ramps, or external equipment
- Connect and secure:
 - Power (mains or generator)
 - Water/waste
 - Data connection
- Assist with unpacking and securing internal equipment at start and end of each day as required.
- Complete daily site safety checks, including hazard identification and mitigation.
- Ensure interior clinical spaces remain clean, safe, and operational.
- Ensure all equipment has been safely stored prior to the closure of the truck ready for transportation to the next location.

Maintenance, Safety & Compliance

- Monitor vehicle condition and report defects promptly.
- Arrange servicing, repairs, and scheduled maintenance.
- As directed by the Clinical Nurse Coordinator, ensure compliance with:
 - Infection prevention and cleaning requirements
 - Radiation safety controls (signage, positioning, safety zones) as instructed
 - Emergency response procedures for mobile units
- Ensure all equipment is stored, restrained, and transported safely according to load restraint standards.
- Respond to emergency situations with independent actions and within scope of practice until professional assistance is available

Logistics, Planning & Community Interface

- Liaise with local councils, site owners, or event organisers to ensure the proposed truck site is appropriate and includes required access and site requirements.
- Ensure the location and logistics coordination requirements for the screening truck will enable successful service delivery.
- Provide professional, courteous interactions with community members, partner organisations, and clinical teams throughout the visit.
- Support the on-site clinical team with general operational tasks where required (non-clinical only).
- Assist with security and safety of vehicle and assets during travel and onsite operations. This will include daily checks to ensure the connections have been maintained as required.

Administrative Duties

- Maintain vehicle logs, service records, and defect reports as required by legislation.
- Support documentation for licensing, compliance, and audits.
- Assist with emergency drills, incident reporting, and quality improvement activities.
- Complete mandatory training and competency reviews.
- Represent MBPH professionally during all community outreach activities.

Customer Service

- Set up and support audio visual presentations for people waiting for care
- Provide health promotion information (ie., flyers) to various groups and individuals as required
- Prepare and support catering requirements
- Assist and support the non-clinical administrative tasks associated with the screening processes as required.
- Assist and support community members to access the truck (operate the disabled access equipment) as required
- Promote and support the Rural Imaging Australia service overall to the communities visited.
- Ensure the site remains clean and tidy throughout the site visit and ensure the site is returned to its pre visit state.

QUALIFICATIONS & SKILLS:

Transport:

- Valid full Heavy Combination (HC) licence
- Compliance with Heavy Vehicle National Law and Regulations by maintaining a National Driver Work Diary as evidence of a driver's work and rest hours.
- Proven experience in transport, logistics.
- Minimum of 3 years' experience driving Heavy vehicles in both city and country/remote settings
- Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards relating to the transportation of Heavy Vehicles
- Ability to operate and troubleshoot vehicle equipment.

Community Support & Engagement

- Experience in health, customer service, or similar settings being advantageous
- Must be able to safely assist patients to access the screening truck as required (i.e., operate the disabled access lift)
- Must be able to interact with patients and health care team members in a responsible, professional and ethical manner.
- Excellent communication and interpersonal skills.

Time Management:

- Reliable, punctual and able to adhere to time schedules
- Capable of a flexible work schedule, may include weekends.
- Strong organisational and time-management abilities

Team Work:

- Must be able to function effectively in a team-oriented environment.
- Must be flexible, reliable and demonstrate adaptability, sound judgment and initiative

POSITION DEMANDS/ENVIRONMENT

1. Regular travel required within designated service areas including interstate from time to time.
2. Flexibility to work various hours, including evenings or weekends as scheduled to meet demand.
3. Prolonged driving over long distances.
4. Able to establish truck set up in community settings in all areas including rural or remote areas
5. Ability to climb steps and access elevated cabins.
6. Able to lift, carry, and manoeuvre equipment up to 15–20kg within safe limits
7. Able to undertake outdoor work in varied weather.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

- Demonstrated competency operating Heavy Combination vehicles safely and reliably.
- Strong understanding of Chain of Command (CoR), fatigue management, relevant state road laws, and vehicle registration and compliance.
- Ability to independently plan routes, navigate unfamiliar locations, ensure access and site positioning is appropriate and fit for purpose, and manage risks.
- Ability to support the setup and pack-down of technical and mobile clinic infrastructure.
- High level of personal engagement and professionalism when dealing with clinical teams, community members, and stakeholders.
- Experience in working with communities and groups to provide health promotion activities and events
- Strong problem-solving skills, particularly in remote areas with limited support.
- Capacity for physical tasks including manual handling within safe limits.
- Commitment to safety, compliance, and high-quality service delivery

MANDATORY REQUIREMENTS

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current HC driver's licence is required for this position.

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.

ACKNOWLEDGEMENT BY EMPLOYEE

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: _____

Employee Signature: _____

Date: _____



Happy WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

"I choose..."
"I care..."
"I prefer..."
"I will..."
"I can..."
"Is there a better way to do this?"
"Can we explore that more so I can understand it better?"
"We will...us...we can..."

LANGUAGE WE DON'T USE

"I have to..."
"I must..."
"If only..."
"Ah well, that is because of XYZ..."
"Our processes do not let us do it"
"Things have always been done this way"
"Them and us"

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

