

Position Description

Position Title: Courier Driver

Classification:	JJ9 - Driver <1.25 tonnes
Business unit/department:	Transport Courier, Linen & Mail Services
Work location:	Austin Hospital
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	38 hrs (Shift hours - 13.00pm - 21.00pm)
Reports to:	Manager Transport Courier, Linen & Mail Services
Direct reports:	0
Financial management:	Budget:
Date:	13/6/2025

Position purpose

Provide an efficient and timely internal and external transport courier service between the Austin Health campuses, satellites and external locations, including collection and delivery of medical records, pathology specimens, X-rays, pharmacy items, small items of equipment and other items as required, as well as staff transport between the Austin and Repatriation campuses.

About the Directorate/Division/Department

TCLM Services sits under the Information and Services Directorate within the Support Services Division. The role of the Transport Courier Services team is to ensure timely and efficient provision of courier services to clients within the Austin Health hospital group, its satellites and to specified external locations as required and to manage the shuttle bus service for transporting staff between the campuses.

The team's focus is centred on client service delivery in a timely and efficient manner, necessitating good relationships with numerous client groups and an understanding of their business and logistic needs with respect to collection and delivery of pathology specimens, X-rays, reports, medication and other pharmaceutical items, medical records, medical and associated equipment and internal and external mail.

Specific functions include:

- Collection and delivery of pathology specimens at Austin Health, including from external clients and blood collection service points of Austin Pathology and other specified external locations.
- Ward courier service at Austin Hospital.
- Collection and delivery of medication and other pharmaceutical items, medical records and mail between the three Austin Health campuses.
- Managing a staff bus service to transport staff and visitors between the three Austin Health campuses.
- Collection and delivery of X-rays and reports to internal and external clients of Austin Radiology.

Position responsibilities

- Provide efficient and reliable customer focused courier and passenger transport services between the Austin campuses.
- Collect and deliver by vehicle and/or by foot, pharmacy items, pathology specimens, small items of equipment, X-rays, medical records, pharmacy scripts and consumable stock to Austin campuses, satellites and specified external locations.
- Pickup and delivery of pathology specimens, stock, and other items to doctors and hospitals
- Ensure the safe and timely transport of specimens.
- Hand-deliver specimens.
- Respond to requests for unscheduled pick/ups and deliveries in a timely manner, to ensure that the unit's performance targets are met
- Use of pagers, barcode tracking system and other technology as necessary for service delivery.
- Strictly comply with Fleet Management Policy and Procedures when driving the Transport Courier Services vehicle fleet
- Report vehicle maintenance needs.
- Maintain vehicle usage records.
- Carry out minor maintenance activities on transport courier vehicles, such as tyre pressure checking, oil checking, cleaning, re-fueling, etc.
- Maintain a clean and safe workplace.
- Complete other duties as directed by the Manager or the Coordinator, Transport Courier, Linen and Mail Room Services
- The incumbent will be required to work in any of the transport courier roles and at all Austin Health campuses subject to rostering needs.
- Plan the route required to make the retrieval and deliveries within the timelines required.
- Communicate with Coordinator regarding consignment collections and deliveries, delays, discrepancies.
- Communicate clearly and precisely with the client at collection or delivery.
- All documentation must be completed accurately and legibly and passed to the correct departments on return to the office.
- Keep accurate records on activities
- Understand packaging types and requirements.
- Accurately follow all instruction as provided.
- Represent Austin Health with the highest integrity.
- Must speak and read English.



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Selection criteria

Essential skills and experience:

- Have experience as a courier driver.
- Demonstrated ability to complete mail and internal courier related duties safely and efficiently.
- A commitment to Austin Health values: Integrity, Accountability, Respect and Excellence.
- Well-developed interpersonal, organisational, and problem-solving skills.
- Demonstrated commitment to quality and excellence in service delivery.
- Demonstrated ability to establish and maintain effective relationships with members of staff, internal and external service providers, clients, and the public at all levels in a professional, confidential, and courteous manner.
- Ability to meet deadlines and maintain high levels of accuracy and attention to detail.
- Excellent organisational skills with the ability to determine priorities and organise workload effectively and efficiently.
- Well-developed verbal and written communication skills.
- Flexible attitude to work requirements.
- Basic computer skills or a willingness to learn.

Desirable but not essential:

- Previous experience within a Healthcare facility.
- Have experience as a medical transport courier driver.
- Hold a Certificate in Transport collection of specimens and blood products, or similar.
- Completion of BloodSafe Training Course -
<https://learn.bloodsafelearning.org.au/course/details/transporting-blood>

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).



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- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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