



Role: Transport Experts

Aim: To increase and improve ongoing local and regional knowledge of transport and assistance services, within the communities of North East Victoria.

What are transport Experts?: Transport Experts are trained community members, either paid staff or volunteers, who are easily accessible in the local community and provide transport information to their community. Transport Experts also act as a local contact point for the services of the Getting There Network.

Position Support:

You will be supported by the Getting There Network.

Personal qualities required:

- Acceptance of all people
- Good communication skills
- Desire to support the local community
- Ability to provide information to others
- Willingness to learn about transport services

Previous experience:

Basic computer skills would be beneficial but not essential

Training:

Training will be provided regarding local, regional and intercity transport and assistance services. You will also be instructed regarding usage of the networks website www.gettingthere.net.au and the services and program that The Network offers. A resource kit will be provided to each expert as a reference.

Tasks performed:

- Welcome and attend to inquiries from members of the community either in person or over the phone
- Be a resource for the community and colleagues
- Provide up to date information regarding transport and assistance services within the local area, regionally or in the city
- Utilise the website to provide information
- Encourage community members and colleagues to use the website
- Provide information and referrals regarding Network programs
- Inform the Coordinator of changes to any local services for updating on the website

Location:

Varied. Experts will perform their duties within their everyday working or volunteering lives.

Dress Code:

N/A

Hours/days required:

N/A