

Position Description: Business Advisor – Community Transport

Assignment number: PAU011331

Partner organisation name: Health Cab and Co.

Partner organisation location: Hervey Bay, QLD

Key dates: March-June 2026 (flexible)

Assignment time commitment: 3-4 hours per week flexible based on volunteer availability (must be available Wednesdays)

Assignment mode/location: Online (should travel be required this will be discussed and funded by ABV).

About the Resilient Care Program:

Resilient CARE is a three-year, place-based program working across five Queensland LGAs (Rockhampton, Livingstone, Bundaberg, Fraser Coast and Gladstone) to strengthen community and primary healthcare resilience to disasters and climate impacts. The program supports better preparedness, response and recovery by improving integration across local health systems and increasing participation of those most at risk, including people with disability, older people, First Nations communities, culturally and linguistically diverse communities, and women experiencing domestic violence. ABV's skilled business volunteers support local, community-led action by building the resilience of primary healthcare providers, local health systems, not-for-profit organisations and communities. Our volunteers work directly with community partners to strengthen local systems and structures and build local capacity to embed disaster resilience in community and health services.

Purpose of the Role:

The purpose of this role is to support Health Cab and Co to strengthen its systems, streamline operations and plan for sustainable growth. As the Fraser Coast's only locally owned medical and NDIS transport provider, the business is growing rapidly and needs support to formalise its structure, improve efficiency and expand its workforce.

This role will help the owner step back from day-to-day tasks and take a strategic view of the organisation. You will assist with developing stronger processes, exploring commercial premises, building administrative capacity and improving support for vulnerable clients—both in everyday service delivery and during emergency activations. Your contribution will help create a resilient, client-centred and scalable service that can continue to meet the needs of the region's most vulnerable community members.

The deliverables of this Assignment are:

- **Co-Develop a comprehensive suite of policies, procedures, and operational systems** that can be easily taught to staff and no longer rely on the owner's knowledge. This will support consistency, operational efficiency, compliance, and scalability.
- **Codesign and implement a Vulnerable Client Support System**, including processes for proactive check-ins and communication during extreme weather events or emergency activations, ensuring client safety and continuity of service.
- **Create an operational structure and role descriptions for non-driving administrative staff**, supporting the owner's transition away from day-to-day tasks and enabling clearer delegation across the business.
- **Provide recommendations on systems and technologies** (e.g., scheduling, CRM, HR, compliance tools) to streamline workflows and improve client care, reporting, and staff coordination.
- **Offer guidance on business growth planning**, including expansion into commercial premises, workforce planning, and readiness for scaling service delivery.

Selection Criteria:

Knowledge and experience in:

- Business scaling and expansion from microbusiness to small business
- Developing, writing and implementing policies, procedures and operational systems
- One-to-one mentoring and capability building with business owners
- Identifying and implementing appropriate software systems and digital tools
- Business operations analysis and process improvement
- Workforce planning and role design for growing organisations
- Risk management, client safety processes and continuity planning
- Change management and supporting owners through transition
- Customer centred service design, particularly for vulnerable cohorts

Prerequisites for undertaking volunteering assignments:

- To register with ABV (if not already registered):
 - ✓ At least 5 years relevant professional experience
 - ✓ You must be an Australian citizen or Australian permanent resident residing in Australia. Australian Citizens residing overseas may be considered on a case by case basis.
 - ✓ Willingness to complete a police check and Working With Children Check
 - ✓ Willingness to be interviewed and have references checked
- Once you have passed registration phase:
 - ✓ Willingness to interview for the role with ABV program staff
 - ✓ Acceptable police check and Working with Children Check before commencement
 - ✓ Sign the ABV Letter of Agreement (Code of Conduct, etc)
 - ✓ Medical check (external and ABV), compliance with all travel, entry and in-country requirements (where required).



- ✓ You are expected to abide by any COVID regulations of the destination country or the partner organisation with whom you may work. These regulations will be made known to you.

How to Apply:

Please refer to this page on the ABV website for role closing dates: [ABV Open Assignments](#)

Please submit your expression of Interest to volunteers@abv.org.au confirming the following:

- The Role name and Assignment Number
- Confirmation that you are a registered volunteer with ABV **or** are willing to go through ABV's screening process to become a registered volunteer.
- **If you are a Registered Volunteer** - send a short paragraph outlining how you would approach this project.
- **If you are not a Registered Volunteer** – send your CV with a short paragraph outlining how you would approach this project.
- If there are any special considerations, we would need to make for you.

What will happen next?

- ABV will review all applications as they are received.
- Shortlisted candidates will be sent a Terms of Reference (ToR) document (aka Assignment Description).
- Candidates will be advised whether they are shortlisted for interview.

ABV is an equal opportunity employer and Aboriginal & Torres Strait Islander peoples, people from culturally & linguistically diverse (CALD) backgrounds are encouraged to apply for this position.