



Position Description

Community Wellbeing - Community Transport Coordinator

Council Strategic Vision

Balancing our progress with our heritage, we lead in coastal management to deliver high-quality public spaces and services to build a welcoming, safe and active community where resident, visitor and business prosperity meet.

Our Culture

A place that proudly delivers great things.

Where we deliver on promises; value people; recognize achievements; inspire progress, respect history, build the future; grow and learn; and enjoy what we do.

Our Values

ARISE: Achievement, Respect, Innovation, Simplicity, Engagement



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| TITLE: | Community Wellbeing - Community Transport Coordinator |
| LEVEL: | 4 |
| POSITION OBJECTIVE: | |
| This position is responsible for day to day operations and scheduling to facilitate a tailored, flexible, safe and effective community transport service, comprising group as well as individual transport. The role uses a strength based approach to implement tailored transport options that meet the individual needs of residents accessing the service. | |

1. REPORTING RELATIONSHIPS

- This position reports to the Manager Community Wellbeing.
- This position is responsible for supervising a team of volunteers.
- There are no staff reporting to this position.

2. KEY PERFORMANCE INDICATORS

- Demonstrate compliance with legislative and contractual obligations related to operations and other logistics for community transport.
- Comply with relevant standards for service delivery, documentation, record keeping and data integrity in a competent manner.
- Conduct service specific assessments efficiently and in a timely manner.
- Process service referrals and associated tasks in accordance with stipulated guidelines and time frames.
- Deliver an effective community transport service, with clear evidence of efficient service planning and development.
- Recruit and maintain a suitable volunteer workforce to ensure high quality services and efficient rostering for continuity of service.
- Establish, monitor and effectively maintain a budget for the community transport program.
- Complete annual PDR with measurable goals and an effective development plan aligned to role requirements.
- Consistently provide evidence that WHS and other regulatory requirements are completed effectively.

3. POSITION DETAILS

PEOPLE & CULTURE

- Apply the principles of positive ageing and industry best practice to provide tailored transport solutions that encourage residents to maintain a resilient mind and body, and engage fully in life.
- Foster and maintain a customer focused culture in line with the Aged Care Quality Standards.
- Empower residents to access what they need including transition and referral to other services.
- Uphold the language, culture and values of the Community Wellbeing Live.Well brand.

- Identify residents who are 'at risk' when using transport services, and work collaboratively to facilitate effective transition to more appropriate services.
- Receive, respond to, resolve and clearly document enquiries, grievances and complaints related to community transport.
- Support the selection, recruitment and induction of suitable volunteers to the transport program.
- Foster and ensure collaboration with other Council Community Transport programs and stay abreast of community trends and policy direction.
- Provide leadership, specialist technical support and supervision, advice and training to volunteers to ensure delivery of a respectful, prompt and efficient high quality service.
- Pro-actively develop and maintain respectful and positive relationships both internally and with customers and volunteers.

SYSTEMS & PROCESSES

- Provide specialised expertise to undertake service specific assessment, goal setting, coordination, monitoring and review of individualised service plans for all grant subsidised transport referrals.
- Assess eligibility and priority of access for other transport disadvantaged residents and community groups and internal bus hires.
- Deliver services that are tailored to the individual transport needs of residents.
- Update the central client record and manage electronic referrals.
- Undertake ongoing monitoring and periodic reviews to ensure that services are relevant and continue to meet the needs of residents.
- Maintain documentation, including case notes, in line with professional and legal requirements.
- Plan schedules to manage a wide range of tasks, small projects and competing priorities with minimal supervision.
- Develop and implement work plans, rosters and passenger lists.
- Support the recruitment, induction and training of community transport volunteers.
- Maintain volunteer service records and data, including relevant licenses, insurances and personal contact details in accordance with council's volunteer program.
- Coordinate, plan, oversee and maintain a shift roster of volunteers for community transport.
- Oversee the procurement of uniforms and relevant PPE for volunteers.
- Raise orders, reconcile passenger contributions, facilitate reimbursement, monitor expenditure and generate invoices for charter hires.
- Monitor and liaise with the Risk, Quality & Compliance Officer to maintain relevant licenses, insurances, maintenance and servicing of transport vehicles.
- Work within the framework of established standards and guidelines at all times and contribute to the development and periodic update of program specific policies, procedures and work instructions.
- Actively seek and suggest ways to improve work practices and outcomes.

QUALITY & COST

- Operate within legislative and contractual obligations to meet funding requirements, outputs and quality standards for area of responsibility.
- Maintain accurate records relating to the vehicles, passengers, volunteers and services provided.
- Monitor passenger satisfaction levels and identify concerns, to support optimal future service planning.

- Reconcile passenger contributions, facilitate volunteer reimbursements, monitor expenditure, raise orders and generate payment requisitions as required.
- Contribute to the establishment of, and subsequently monitor and work within established operational budgets.
- Liaise with relevant staff to ensure vehicles and related equipment are mechanically maintained, registered and insured.
- Ensure accurate record keeping and safe storage practices related to vehicles and equipment associated with the community transport service.
- Liaise with the Risk, Quality & Compliance Officer to facilitate regular maintenance of plant and equipment, regulatory inspections and replacement or procurement of new plant and equipment.
- Report incidents and accidents and work collaboratively with the Risk, Quality and Compliance Officer in accordance with correct incident reporting processes.
- Contribute to the review and evaluation of services via regular service plan reviews and customer satisfaction surveys.
- Deliver quality outcomes on time and on-budget.
- Undertake research and small projects as may be required from time to time.

DEVELOPMENT

- Advise and implement initiatives for continuous improvement of operations and services in response to community need and broader policy and practice.
- Identify and facilitate opportunities for professional development and on the job training for community transport volunteers.
- Undertake mutual reviews for volunteers in accordance with Volunteer Services requirements.
- Pro-actively participate in your own Professional Development & Review (PDR) process and provide suggestions on how individual capabilities can be expanded as they relate to the role.
- Actively listen to the needs, concepts and ideas of peers, the community and customers.

4. PERSONAL CRITERIA

Qualifications

- A tertiary qualification or equivalent experience in community or social services – **essential**
- Holds an unencumbered Australian drivers licence – **essential**
- Holds an unencumbered Australian LR or MR licence – **Desirable**

Experience & Knowledge

- Demonstrated experience in the provision of services in a community setting including assessment, case planning and client care coordination – **essential**.
- Demonstrated experience managing a team of volunteers – **essential**.
- An understanding of the issues related to ageing, disability, mental illness, carers and people from diverse cultural backgrounds – **essential**.
- Knowledge of the principles and practices under-pinning wellness and reablement, person centred practice and quality customer service – **essential**.
- Experience with business administration practices including records management, preparing documents and working with databases – **essential**.

- Knowledge and understanding of legislation, guidelines and standards relevant to the area of operation – **essential**.
- Proficient in the use of Microsoft Office and experience in using corporate digital applications – **essential**.
- Experience with the Technology 1 suite of applications – **desirable**.

Personal Capabilities

- Highly self-motivated with the ability to establish credibility and gain the confidence of a wide range of people from diverse backgrounds – **essential**.
- Advanced verbal and written communication skills with the ability to negotiate, influence and motivate individuals – **essential**.
- Ability to work both independently and in a team environment - **essential**.
- Ability to be resilient, innovative, flexible and readily accommodate change.
- Highly organised with an ability to prioritise workload and meet set timelines.
- Ability to share expertise and information freely.
- Demonstrated commitment to exploring and expanding individual capabilities.

5. WORK HEALTH & SAFETY RESPONSIBILITIES

- Cooperate with any reasonable instruction, policy and procedure relating to WHS.
- Take reasonable care in regard to work health and safety.
- Avoid adversely affecting the health and safety of any other person through any act or omission at work.
- Ensure that you are not in such state (due to alcohol or drugs) as to endanger your own safety at work or the safety of any other person.
- Not wilfully interfere with or misuse items or facilities provided in the interest of the health and safety of workers.
- Report all accidents, incidents, injuries, property damage in accordance with agreed procedures.
- Comply with the use and utilisation of appropriate personal protective equipment.
- Participate in activities associated with the management of workplace health and safety policies, procedures, management systems and consultative structures.

6. SPECIAL CONDITIONS

- Some out of hours work will be required from time to time.
- A National Police Clearance and DCSI Clearance is required to be undertaken by all employees appointed to prescribed positions, and will be renewed every three (3) years thereafter.

7. OUR VALUES

As a value based organisation we demonstrate our values through our behaviours. These values guide everything we do. As an employee you will play a key role in demonstrating these values:

- **Achievement** – Deliver agreed outcomes for our Community.

- **Respect** – Act with honesty and integrity.
- **Innovation** – Seek better ways.
- **Simplicity** – Easy to do business with.
- **Engagement** – Provide opportunities for all to participate.

These are assessed on an ongoing informal basis, and formally through the Professional Development Review process.

8. ACKNOWLEDGEMENT

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| Employee Name: | _____ | Direct Manager: | _____ |
| Signature: | _____ | Signature: | _____ |
| Date: | _____ | Date: | _____ |