



Position Description

Role: **Coordinator Driver**

Primary Objectives of the Position

The primary objective of this role is to:

- Promote, develop, coordinate and deliver a transport service focused on employment support, training and community access.

Relationships

The Coordinator Driver works with a significant degree of autonomy and flexibility under the supervision of the Innovation and Development Manager. They develop strong relationships, and collaborate on a daily basis, with employers, Jobactive agencies, training providers and the community.

Key Responsibilities and duties

Promotion

- Actively promote transport services to employers, Jobactive agencies, training providers, local government and the broader community and other agencies through networking, marketing and presentations to community groups, attending forums and fostering strong stakeholder relationships.
- Work collaboratively with other organisations to assist in meeting client transport needs.

Service delivery

- Drive Area Connect vehicles in a safe manner with specific consideration for the needs of passengers.
- Follow established procedures for record keeping and reporting.
- Ensure safety of passengers and secure stowage of all items at all times during transit.
- Ensure accurate completion of all pre-departure and other relevant documentation in accordance with procedures.
- Report any damage or malfunction of the vehicle, injury to persons, accidents, incidents or near misses, complaints etc. in accordance with procedures.
- Maintain appropriate licences to operate all classes of vehicles operated by Area Connect.

Administrative support

- Arrange and maintain transport bookings.
- Respond to and manage service problems, incidents and complaints.
- Maintain accurate data and records of bookings, services and clients.
- Compile and submit reports and documentation, as requested, in a timely fashion.
- Liaise with CTST State Office to ensure vehicles are maintained in a safe operating condition at all times.
- Maintain allocated vehicles, office space and equipment to a high standard of cleanliness.

- Constantly monitor service delivery and operations with a view to continuous improvement and risk identification and development of risk mitigation strategies.

Organisational support

- Promote a culture of mutual support and continuous improvement in a safe and healthy workplace environment.
- Any other duties as directed in line within the scope of skills required for this position.

Success measures

Area	The job is being performed to the required standard when:
Promotion	Area Connect is presented as professional, efficient, innovative and engaged with the community and our passengers. Stakeholders confirm the Coordinator Driver as professional, flexible, solution focused and reliable.
Service Delivery	Passengers and other stakeholders speak positively about their interactions with the Coordinator Driver and the efficiency and competence of service delivery. The Coordinator Driver presents a competent and courteous image to other road users and the community.
Administrative Support	Vehicles are clean, well maintained and present a professional image to passengers, other drivers and the community.
Organisation support	Managers, co-workers and volunteers view the Coordinator Driver as a reliable and supportive team member.

Pre-employment requirements

- National Criminal History Check
- WWVP Children Check
- Current Tasmanian Drivers Licence. (Class LR desirable)
- PPV Ancillary Certificate

Selection criteria

- High level interpersonal, customer relations, written and verbal communication skills with experience in public speaking, networking and engaging with people at all levels.
- Demonstrated competence in the use of basic computer software programmes.
- Ability to prioritise, coordinate and organise work effectively.
- Demonstrated experience in the safe operation of road vehicles of varying sizes and an understanding of passenger safety principles.