

POSITION DESCRIPTION



Regional Coordinator, Area Connect

Overview

Business Area	Operations
Team	Area Connect
Position Classification	Social, Community, Home Care and Disability Services Award, Pay Point 3
Number of direct reports	< 5
Immediate Manager	Project Lead
Manager-one-removed	Manager Innovation & Development

About CTST

Area Connect (AC) is a new concept in Tasmanian transport, providing reliable, flexible services to help Tasmanians without access to transport.

Provided by Community Transport Services Tasmania (CTST) and funded by Jobs Tasmania (Department of State Growth), Area Connect support people to overcome transportation barriers to get to work, training or education, allowing jobseekers to increase skills and to secure and sustain employment.

Role purpose

The Area Connect Regional Coordinator is responsible to promote, develop, coordinate, and deliver a transport service focused on employment support, training, and community access.

Reporting to Project Lead, the Area Connect Regional Coordinator will provide leadership and support to the Local Coordinators and Drivers within their respective region, coordinate Transport Case Management activities, provide transport services through driving the bus, manage the Flexible Transport Fund to ensure optimal service and support to jobseekers.

The Area Connect Regional Coordinator will develop strong relationships, and collaborate daily, with employers, Jobactive agencies, training providers and the community.

Legislative Knowledge and Understanding

- Fair Work Act 2009
- Aged Care Act 1997
- Aged Care Quality and Safety Commission Act 2018
- Aged Care Quality Standards
- Anti-Discrimination Act 1998
- Personal Information Protection Act 2004
- Workers Rehabilitation and Compensation Act Tasmania 1988
- Workplace Health and Safety Act and Regulations 2012
- Relevant Industrial Awards and Agreements
- Privacy Act 1998

Role Accountabilities

Leadership

- Promote CTST's core values to engage and empower employees, consumers, and key stakeholders
- Lead by example, and influence others to create and maintain a supportive organisational culture
- Foster and further develop a strong consumer-centric service culture
- Promote and support equity and diversity principles through all areas of the organisation
- Demonstrate high standards of emotional intelligence and cultural awareness in all dealings

Technical

- Develop, coordinate, and deliver a transport service focused on employment support, training, and community access.
- Actively promote transport services to employers, Jobactive agencies, training providers, local government and other agencies through networking, marketing, and presentations to community groups, attending forums.
- Build relationships with key stakeholders within the community, and liaise with local hub and workforce development coordinators to promote the Area Connect service
- Arrange and maintain transport bookings, coordinate Transport Case Management activities for referrals to external services for "Wrap Around Supports" for jobseekers
- Provide leadership and support to the Local Coordinators and Drivers within the respective region, and at other regional hubs as required
- Work collaboratively with the Project Manager and Project Lead to communicate feedback/ seek solutions to overcome any barriers to providing an optimal service
- Coordinate transport brokerage for the respective region, and manage the Flexible Transport Fund to deploy services to support last-minute or short-term employment and training opportunities
- Provide service data reporting to Project Manager and Project Lead in relation to targets and outputs
- Operate Area Connect and CTST vehicles safely and with specific consideration for the needs of passengers
- Ensure that vehicles are always maintained in a safe operating condition
- Plan and schedule priorities, manage to strict deadlines and adapt to changing situations
- Respond to and manage service problems, incidents, and complaints.
- Constantly monitor service delivery and operations with a view to continuous improvement and risk identification and development of risk mitigation strategies
- Previous experience in passenger transportation would be advantageous but not essential.



Role Accountabilities continued....



Health, Safety & Wellbeing

- Actively promote and adhere to all CTST health, safety and wellbeing policies and procedures
- Create an environment where every employee is accountable and empowered to improve safety outcomes
- Apply a risk management approach to ensure that all risks are effectively managed
- Actively promote a positive approach in the workplace to enhance health and wellbeing

People

- Foster a working environment that supports and encourages creativity and innovation
- Coach and mentor team members to build high-performing teams and ensure succession
- Provide operational oversight of direct reports to prioritise, delegate and effectively manage allocated workloads
- Set clear team expectations to achieve KPI's

Financial

- Liaise with Project Manager/Project Lead to allocate Flexible Transport funds as needed
- Ensure company all Company assets are treated with care and utilised for the intended purpose

Compliance

- Maintain an up-to-date knowledge of legislative and regulatory compliance to ensure that requirements are met, and identify any emerging issues of significance to the organisation
- Ensure CTST's ongoing compliance with Aged Care Quality & Safety Commission, NDIS standards, Passenger Transport Accreditation Authority, and other essential quality standards
- Always ensure that the highest standards of privacy and confidentiality is maintained

Attributes that will help you succeed

ESSENTIAL

Technical Qualifications

- Experience in a similar role, responsible for the provision of transport or community services.

Knowledge, Skills and Experience

- Demonstrated experience in the safe operation of road vehicles of varying sizes and an understanding of passenger safety principles.
- Strong interpersonal and communication skills, with the ability to engage with stakeholders at all levels
- Proven ability to collaborate and build effective partnerships within own team, across the organisation and external stakeholders
- Strong organisational skills, ability to prioritise, manage strict deadlines and adapt to changing situations
- Ability to manage customer expectations and competing demands to achieve mutually beneficial outcomes
- Strong leadership ability, including the strong coaching and mentoring to developing teams
- Strong commitment to the delivery of exceptional standards of service to enhance the experience of jobseekers
- Ability to work autonomously and organise work with limited supervision.
- High levels of computer literacy and organisation.
- Ability role model positive behaviours to participants, providing suggestions, advice, and open honest feedback where appropriate

DESIRABLE

- Previous experience in passenger transportation would be advantageous but not essential.

Licences/Other Requirements

- Provision of a National Police certificate that meets the suitability requirements for unsupervised work in accordance with the Aged Care Act
- Must hold a current light-rigid driver's licence
- Must hold a Public Passenger Vehicle (PPV) Ancillary Certificate
- Must hold a current registration to work with vulnerable people
- Must be an Australian Resident or hold an Australian Working VISA
- Current Covid-19 vaccination

