

POSITION DESCRIPTION



Area Connect Local Coordinator

Overview

Business Area	Operations
Team	Area Connect
Position Classification	Social, Community, Home Care and Disability Services Award 2010, Community Services, Level 2
Number of direct reports	Nil
Immediate Manager	Area Connect Regional Coordinator
Manager-one-removed	Area Connect Project Lead

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 Local Coordinator is responsible to arrange and maintain passenger bookings and safely operate Area connect and CTST vehicles to provide a quality service in their local area to job seekers and those participating in training and education activities.

Reporting to Regional Coordinator or Project Lead, the Local Coordinator will provide support to fellow Drivers within their respective region, communicate with the Regional Coordinator in relation to Transport Case Management activities and liaise with their local jobs hub in relation to the coordination of services.

Additionally, the Local Coordinator will be responsible to provide service data reporting to the Regional Coordinator about outputs and outcomes.

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 values that reflect the spirit and purpose of CTST
- Lead by example to maintain a supportive organisational culture
- Foster a strong consumer-centric service culture
- Uphold and support equity and diversity principles through all areas of the organisation
- Demonstrate emotional maturity, cultural awareness and flexibility in all dealings

Technical

- Build relationships with key stakeholders within the local community area and liaise with local hub to promote the Area Connect service
- Coordinate, and deliver a transport service focused on employment support, training, and community access
- Record Service Data Reporting and provide to Regional Coordinator (Outputs and Outcomes)
- Arrange and maintain transport bookings
- Operate Area Connect and CTST vehicles as directed in a safe manner with specific consideration for the needs of passengers
- Ensure accurate completion of all pre-departure and other relevant documentation in accordance with procedures
- Maintain a professional and appropriate relationship with passengers, employees', and the general public at all times
- Communicate referrals to Regional Coordinator for "Wrap Around Supports" for jobseekers
- Always ensure secure stowage of all items during transit to ensure the safety of all passengers

Health, Safety & Wellbeing

- Actively promote and adhere to all CTST health, safety and wellbeing policies and procedures
- Contribute to a safe workplace through a demonstrated commitment to safety improvements
- Report all safety risks, incidents and hazards in a timely manner
- Actively promote a positive approach in the workplace to enhance health and wellbeing

Financial

- Ensure 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
- Ensure CTST's ongoing compliance with Aged Care Quality & Safety Commission, NDIS standards, Passenger Transport Accreditation Authority and other essential quality standards
- Ensure that the highest standards of privacy and confidentiality are always 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 commitment to the delivery of exceptional standards of service to enhance the experience of jobseekers and those participating in training activities
- 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

