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## Position Description

Role:	Community Transport Coordinator
Department/Section:	Community Development/ Mosman Community Care
Reports to:	Team Leader Community Care
Responsible for:	2 part-time drivers

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### WORKING AT MOSMAN COUNCIL

Members of the Mosman Council staff team are expected to be:

- Ethical
- Excellent communicators
- Committed to customer service
- Technically and professionally competent, with a pride in keeping their knowledge current
- Focussed on solutions
- Team players

### MAIN PURPOSE

This position is responsible for ensuring the provision of a safe, reliable and accessible Community Transport service that is responsive to the needs of the Mosman community, in particular, to older adults, those who are frail, people with a disability and their carers. In order to achieve this, a range of community transport programs and activities will need ongoing coordination and scheduling in consultation with service users.

## **KEY RESPONSIBILITIES**

- Provide a safe, reliable and appropriate individual and group transport service for the client group: older adults, younger people with a disability and carers living at home in Mosman, Neutral Bay and Cremorne areas
- Coordinate transport service to match the needs of our clients and carers to provide excellent customer service
- Schedule drivers to ensure the most efficient day to day operations within the Transport team
- Support the provision of appropriate tools for staff and volunteers to carry out their roles effectively
- Support the provision of efficient scheduling of drivers and transport services using Routematch
- Ensure Bus Operator Accreditation Scheme (BOAS) and Point To Point Accreditation is maintained, ensuring all staff are following all relevant protocols in terms of management and safety to passengers and drivers
- Actively promote the Community Transport service
- To promote, develop and maintain positive partnerships with internal and external key stakeholders
- Aim to enhance the quality of life for eligible clients by providing transport and thereby access to medical, social, sporting, cultural and recreational activities
- Supervise Drivers, and Volunteers ensuring that all necessary checks are undertaken and the results recorded, and skills are up-to-date
- Assist the Manager, Property and Works with ensuring vehicles are regularly checked, maintained and serviced in accordance with legislative and accreditation standards.
- Support the Team Leader Community Care to meet contracted commitments and evidence is recorded, including timely preparation and submission of statistical returns, and other documentation for budgets and acquittals
- Support the Team Leader with the preparation of and monitor Council's Community Transport budget
- Ensure that Community Transport supports the work of other programs within department
- Drive Council's vehicles to meet service demands and assist in any shortfalls/gaps
- Have exceptional customer service focus and take transport bookings and payments over the phone and in person. At all times adhere to Mosman Council Customer Charter of Rights
- Promptly and accurately register incoming correspondence and information that requires an action or represents official business into Council's electronic Corporate Information Management System (ECM) in accordance with approved protocols and standards
- Ensure all work is carried out in accordance with legislative, industrial and Council policy requirements and standards in the area of Equal Employment Opportunity
- Act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out your functions and comply with our Code of Conduct and Prevention of Fraud and Corrupt Conduct Policy

## **OTHER DUTIES**

Other duties may be allocated by the Supervisor or Manager. These will be in accordance with the employee's range of skills, competence, training and/or experience or be part of a training/development plan.

## **WORK HEALTH AND SAFETY RESPONSIBILITIES**

This position is responsible for the day to day supervision of their workers, contractors and volunteers and for ensuring that all tasks are performed safely.

In particular, the Community Transport Coordinator will:

- Ensure as far as is reasonably practicable all tasks are performed in accordance with legislative requirements
- Ensure as far as is reasonably practicable all tasks are performed in accordance with the safe work method statements and safe operating procedures
- Verify the effectiveness of control measures at appropriate intervals – including monitoring compliance with safe work procedures, site induction requirements and permits to work
- Respond to issues raised through the consultative process and ensure appropriate actions are taken when it relates to their area of influence and responsibility
- Review all Council activities within their area of responsibility and undertake steps to improve safety
- Conduct regular WHS inspections of immediate work area and take necessary corrective action
- Promote WHS with workers, contractors, volunteers and the public
- Ensure as far as is reasonably practicable reported hazards and other WHS issues are dealt with immediately or discussed with Managers without delay
- Facilitate and support workers, contractors and volunteers participation in relevant WHS training
- Support all injured persons and ensure they are adequately cared for immediately following an accident
- Investigate incidents and near misses, take action and/or make recommendations to ensure they are mitigated and do not re-occur
- Keep the managers informed on all aspects of implementation of the WHS Corporate Practice within their area of responsibility
- Fulfil "worker" WHS responsibilities as listed in Mosman Council's Work Health and Safety Corporate Practice

## **SKILLS AND COMPETENCIES - Selection Criteria**

### **Essential:**

- Qualifications (min. Cert III) in Administration/Community Services and/or have previous experience in a similar role
- Experience in staff and volunteer supervision
- Above average Computer skills and be proficient in use of electronic technology including smart phones, driver tablets, email, internet and operation of transport software i.e. Route Match or HMS
- Excellent communication and people skills; ability to communicate effectively with the client group
- Be flexible, forward thinking, motivated, and have the ability to act independently and have strong time management and organisational skills and the ability to prioritise tasks and meet deadlines
- Have a current drivers licence and be able to drive clients when required (minimum Class C)
- Willingness to obtain BOAS (Bus Operator Accreditation Scheme) registration on behalf of Mosman Council
- Demonstrated skills in service promotion including an appreciation of client appropriate promotion channels
- A focus on continuous improvement
- Satisfactory achievement of a National Criminal Record Check undertaken through Council

### **Desirable:**

- An ability to work in a demanding environment, constantly being on the go
- Have a genuine passion for helping people
- First Aid Certificate
- LR Driver Licence
- Knowledge of local area

## Conditions of Employment

Mosman Council operates under the *Local Government (State) Award 2020*.

Hours:	140 hours over a 4 week period across a 7 day spread of hours
Status:	Full-time
Qualifications:	Qualifications (min. Cert III) in Administration/Community Services
Experience:	Experience in a similar role at a similar level
Commencing Salary / Range:	Group E Council Salary System plus Superannuation Band 2 Level 2 to Band 3 Level 1
Position Approved By:	Director Community Development
Approved Date:	February 2021

### ***Employee only:***

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's Name (printed).....

Employee's Signature ..... Date.....