



## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

<b>Title</b>	Community Development Officer – Community Transport	<b>Level</b>	5
<b>Business Unit</b>	Community Development and Library Services	<b>Position Number</b>	00177
<b>Directorate</b>	Planning & Community Development	<b>Date Established</b>	June 2006
<b>Reporting to</b>	Team Leader Community Development	<b>Date Updated</b>	September 2024

### 2. KEY OBJECTIVES

- Coordination and delivery of the Community Transport Program (CTP).
- Volunteer management to support the delivery of the CTP.
- Financial and project management responsibilities relating to the delivery of the CTP.
- Coordinate the maintenance of the buses in the CTP.
- Support the Community Development team to deliver high quality community development projects and initiatives.

### 3. KEY ACCOUNTABILITIES

- Ensure the operation of the CTP is in accordance with City strategies, plans, protocols, procedures and adopted practices, budgets, and relevant legislation.
- Ensure the buses are maintained in accordance with City and manufacturer requirements and meet the Department of Transport requirements.
- Ensure all financial activities are undertaken in accordance with the City's purchasing protocols and practices.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City's safety systems.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.

#### 4. KEY ACTIVITIES

##### **Outcome: Community Transport Program**

- Provide appropriate information, support and referrals to eligible residents and/or their families.
- Undertake client assessments, to determine eligibility for the CTP.
- Schedule the use and hire of the community buses to ensure consistency with eligibility and availability and to provide a service for regular programming, City users, and community group hire.
- Regularly review and monitor destination and travel routes to maximise community benefits.
- Liaise with internal and external user groups requesting community bus hire.
- Undertake the rostering of volunteer drivers and assistants.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

##### **Outcome: Volunteer Coordination**

- Undertake the recruitment and selection process for volunteers.
- Develop and foster a strong positive culture of volunteering to ensure volunteers continue for program sustainability.
- Create and maintain volunteer guidelines, processes and practices.
- Provide volunteers with appropriate orientation, support, guidance and instruction on the role, including WHS.
- Regularly monitor and liaise with volunteers to provide feedback, program updates, obtain feedback regarding client's eligibility for the CTP, ad-hoc vehicle maintenance, etc.
- Advise drivers of cancellations and changes for the day.
- Maintain and audit volunteer files containing licences, permits, first aid certificates and other relevant documentation to ensure they are current and valid.
- Organise volunteer recognition and appreciation events and activities.
- Arrange volunteers' uniforms.

##### **Outcome: Administration**

- Provide input into the annual CTP budget and track expenditure.
- Maintain appropriate and accurate records relating to clients and bus usage in line with Department of Transport requirements.
- Carry out administrative tasks including business unit monthly report statistics.
- Review, update and create workplace protocols, procedures, processes, manuals.
- Support the Team Leader Community Development in the planning and delivery of services and projects.
- Assist with community consultations or activities that evaluate Community Development initiatives or in response to Community Development needs which arise.
- Prepare reports, business cases, project plans, memos, risk management plans and proposals.
- Develop project plans, including scoping, establishment of deliverables and objectives, budget, project schedule, risk management and communication plan.
- Undertake the collection and handling of bus fares paid by clients to the bus driver, balance monies collected and deposit cash with Customer Service sub unit.

##### **Outcome: Customer Service**

- Investigate client complaints and resolve issues / concerns.
- Maintain confidentiality and privacy of records.

**Outcome: Fleet and Equipment Maintenance**

- Work in conjunction with Asset Management to ensure the buses are serviced in accordance with maintenance schedules, Department of Transport requirements and to minimise the impact on service delivery.
- Undertake daily inspection procedures of buses and complete hazard forms if required.
- Undertake the fueling of the community buses.
- Arrange unscheduled repairs and maintenance of the buses.
- Train volunteers on the correct use of the buses.

**5. WORK RELATED REQUIREMENTS****Essential Skills, Knowledge, Experience and Qualifications:****Skills:**

- Highly developed verbal and written communication including report writing.
- Time management, setting priorities and organising work.
- Interpersonal and collaboration skills to build mutually beneficial relationships with internal and external stakeholders.
- Computer literacy and administrative skills, including Microsoft Office.
- Financial management and budgeting skills.

**Knowledge:**

- WHS legislation and practices essential for community buses.
- Volunteering Australia guidelines and principles.
- Department of Transport Passenger Transport Vehicles operating conditions.
- External services available to elderly residents.
- Community Development principles.

**Experience:**

- Demonstrated experience in delivering a program through the use of volunteers.
- Working with and monitoring allocated budgets.
- Assessment of clients' eligibility for service.
- Demonstrated experience working with at risk groups.

**Qualifications / Clearances:**

- Completion of Certificate IV or progressing towards a higher qualification in Community Services, Community Development or similar discipline and/or equivalent relevant experience.
- Current Western Australian 'MR' Class Driver's License, or willingness to obtain within the first 3 months of appointment.
- Passenger Transport Driver licence endorsement or willingness to obtain within the first 3 months of appointment.
- Current Provide First Aid Certificate (HLTAID011) or willingness to obtain within the first 3 months of appointment.
- Current National Police Certificate (NPC) no older than 3 months or willingness to obtain within the first 3 months of appointment.

**6. EXTENT OF AUTHORITY**

- Freedom to act governed by clear objectives and / or budget constraints.

- Required to set outcomes within defined constraints.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance usually available.
- May be required to exercise judgment and / or contribute critical knowledge and skills where procedures are not clearly defined.

**7. WORKING RELATIONSHIPS**

**Level of Supervision:**

- Works under general direction.
- Supervises subordinate employers/contractors/volunteers or works in a specialist field.

**Internal:**

All other Business Units

**External:**

- Volunteers
- Clients and customers and their family members
- Department of Transport
- Community groups
- Elected Officers and Members of Parliament
- Schools
- Not for profit organisations
- Other volunteer and transport agencies
- Other local governments

**8. POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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