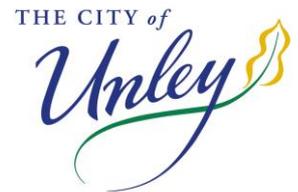


POSITION DESCRIPTION

CORPORATION OF THE CITY OF UNLEY



1. JOB IDENTIFICATION:

Title of Position: COMMUNITY TRANSPORT COORDINATOR
Business Unit: COMMUNITY CONNECTIONS
Reports to: TEAM LEADER COMMUNITY SUPPORT AND WELLBEING
Classification: MOA 4

2. POSITION OBJECTIVES:

Program Coordination and Delivery:

- Oversee and manage the effective delivery of the City of Unley community transport services using a person-centered approach, ensuring accessible, reliable, and efficient transport options for older adults and their caregivers in accordance with City of Unley, Commonwealth Home Support Program (CHSP) guidelines and wellness and reablement principles.
- Enhance client satisfaction by maintaining a high standard of service and developing effective transportation schedules.

Strategic Planning and Service Improvement:

- Provide transport services that enhance independence and wellbeing for older adults.
- Ensure continuous improvements are aligned with community needs, City of Unley community strategy and CHSP objectives.

Leadership and Team Development:

- Support the Team Leader in implementing the City of Unley's Leadership Capability Framework within the team.
- Provide guidance and mentoring to team members, volunteers, students, work experience participants, and temporary staff.

Stakeholder Engagement and Compliance:

- Engage with internal and external stakeholders to optimise service delivery and ensure compliance with current aged care regulatory frameworks and City of Unley guidelines.

3. KEY RESPONSIBILITIES:

Program Management and Service Delivery:

- Oversee the daily operations of community transport services, ensuring the safe and efficient use of council vehicles, including one car, one community minibus, and two Light Rigid (LR) buses Schedule and allocate transport resources effectively, ensuring timely and safe service delivery.
- Recruit, train, and manage volunteer drivers, ensuring they are compliant with safety and operational procedures.



- Manage volunteer rosters, ensuring adequate coverage and adherence to schedules.
- Implement and monitor service quality standards, conducting regular evaluations.
- Provide assistance to the Council's Depot Operations Team with fleet management responsibilities as needed.

Financial Management:

- Monitor program budgets, manage expenses, and report variances to the Team Leader.
- Assist in preparing annual budgets and seeking external funding opportunities.
- Utilise corporate credit cards for program expenditures, ensuring compliance with guidelines.

Strategic Planning and Continuous Improvement:

- Monitor program budgets, manage expenses, and report variances to the Team Leader.
- Support strategies to address service gaps and enhance independence for older adults.
- Contribute to innovative service delivery models addressing community needs.
- Support quality review and audit processes.

Stakeholder Engagement and Collaboration:

- Foster partnerships with local organisations and transport providers to maximise service outreach.
- Contribute to Council's social and community policies, focusing on inclusivity and diversity.

Leadership and Team Development:

- Support the Team Leader in implementing the Leadership Capability Framework.
- Provide guidance and mentoring to team members, volunteers, and students.
- Model and reinforce the City of Unley's values and desired cultural profile.

Compliance and Reporting:

- Utilise the Service Management System (SMS) database, CHSP Data Exchange (DEX) and My Aged Care Provider portal for accurate reporting.
- Prepare high-level reports and correspondence to support program management.
- Ensure adherence to privacy and confidentiality principles in service delivery.

Risk Management and Multi Skilling:

- Assist in anticipating, managing, and reducing risk within transport services.
- Participate in multi-skilling initiatives and work across programs as needed.
- Act in the Team Leader's position as required.

Staff must follow WHS (Workplace Health and Safety) and Return to Work SA (South Australia) legislation requirements and relevant WHS (Workplace Health and Safety) policies, procedures and safe work practices implemented by the City of Unley.

Key WHS Responsibilities:

- Actively support and contribute to the City of Unley's effective safety culture.
- Identify and report health and safety hazards, accidents, incidents, injuries and property damage within the workplace.
- Taking reasonable care to ensure their own safety and not placing others at risk, including proper use of equipment and PPE (Personal Protective Equipment).
- Following the requirements of the City of Unley's WHS (Workplace Health and Safety) management system.
- Attending WHS training and following instructions and advice provided.

SAFE ENVIRONMENT:

- Follow the City of Unley Safe Environment Policy and all relevant policies and procedures.
- Notify the Adult Safeguarding Unit if, on reasonable grounds, you suspect that any adult over the age of 18 has been or is being abused or mistreated if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is needed.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three years, unless more regular screening is needed for legislative purposes.

EQUAL OPPORTUNITY EMPLOYMENT

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

OUR VALUES



PURSUE EXCELLENCE
WE STRIVE FOR THE BEST
IN ALL THAT WE DO

Behaviours that SUPPORT this Value

- Creatively solve problems
- Take on challenging goals
- Understand how you contribute to our vision
- Grow, learn and continuously improve
- Deliver quality work and always aim for outstanding results



ACHIEVE TOGETHER
WE WORK TOGETHER
TO DELIVER RESULTS

Behaviours that SUPPORT this Value

- Build on our strengths
- Collaborate across the organisation
- Celebrate our achievements
- Be responsive to others' priorities and needs
- Engage with each other to find effective solutions together



DEMONSTRATE INTEGRITY
WE DO THE RIGHT THING
AT ALL TIMES

Behaviours that SUPPORT this Value

- Do what you say you will do
- Address behaviour that is inconsistent with our Values
- Act with transparency, honesty and respect
- Take responsibility for our actions
- Embrace diversity, encourage inclusion and promote belonging



COMMUNITY FOCUSED
WE DELIVER FOR
OUR COMMUNITY

Behaviours that SUPPORT this Value

- Demonstrate a can-do attitude
- Effectively communicate and consult with all stakeholders
- Be open, positive and friendly
- Respond promptly and deliver on promises
- Show pride in each other, our organisation and community



BE PROGRESSIVE
WE THINK OUTSIDE THE BOX
TO INNOVATE AND IMPROVE

Behaviours that SUPPORT this Value

- Bounce ideas off others
- Generate creative and innovative thinking
- Experiment with new approaches
- Challenge the status quo and embrace change
- Overcome challenges to achieve outcomes

4. PERFORMANCE AND SKILL REQUIREMENTS:

a) Qualifications/Experience

Essential

- Relevant qualification in transport logistics, aged care, community services, or a related field.
- Experience in coordinating programs or services, preferably in a community or aged care setting.
- Experience with CHSP Data Exchange (DEX) and My Aged Care Provider portals.
- A current driver's license 'C' class.
- A Department Human Services (DHS) Aged Care Sector Screening is required to be maintained with this position and renewed every three (3) years.

NOTE: Copies of the above-listed qualifications/licenses/certificates are needed as evidence on appointment.

Desirable

- Local Government experience
- First Aid Certificate (or prepared to undertake)

b) Knowledge

Essential

- Understanding of the Commonwealth Home Support Program and its objectives, particularly in community transport, Local government transport policies, and aged care sector regulations.
- In-depth knowledge of safety and compliance requirements for community transport.
- Understanding of wellness and reablement principles.
- Knowledge of local, state, and federal government policies related to aging and community services.
- Understanding of privacy and confidentiality principles and their correct application.

Desirable

- Working knowledge of software and Council's corporate IT-based applications.
- Awareness of relevant legislation such as the Local Government Act, Work Health & Safety Act, and other pertinent regulations.

c) Skills

Essential

- Excellent leadership, organisational, and time management skills.
- Proven ability to supervise and manage volunteers.
- Proficiency in Microsoft Office Suite, relevant data management systems, and CHSP-specific platforms.
- Strong analytical and problem-solving skills.
- Ability to manage competing priorities and workload in a changeable environment.

- Effective communication and interpersonal skills, to develop and keep positive working relationships with a wide range of individuals and stakeholders, using verbal, written, and technological skills appropriate to the audience.
- Ability to work in a team environment promoting the culture of the organisation.

Desirable

- LR Driver's license or willingness to obtain.
- High level of ability and willingness to work across programs as needed.

d) Personal Attributes

Essential

- Alignment with the Human Synergistics constructive cultural styles.
- Proactive and innovative approach to service improvement.
- Strong commitment to inclusivity, customer service excellence, and community wellbeing.
- Ability to lead and motivate teams in a collaborative environment.
- High degree of personal integrity and professional ethics.
- Flexibility to work outside normal business hours when required.
- Empathy and understanding of the needs of older adults and their caregivers.
- Ability to work with people from diverse backgrounds and disciplines.
- Community-minded and able to display empathy to the target groups.

Desirable

- Demonstrated capability to engage and inspire a diverse range of individuals effectively.
- Willingness to act in a Team Leader position as needed.

By signing this position description, the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent:

Date:

Manager:

Date: