

# Statement of Duties



Title	Driver Assessor
Position Number:	Generic
Division:	Land Transport Safety
Branch:	Registration and Licensing Services
Location:	Various locations within the South, North and North-West
Employment Condition:	Full-time / Part-time / Casual
Award / Classification:	Tasmanian State Service Award, General Stream Band 3
Reports to:	371911 Manager Driver Training and Assessment

## ROLE OBJECTIVE:

To deliver fair and consistent on-road driving assessments and contribute to a positive assessment environment for a range of stakeholders across different assessment types, including novice drivers, non-novice drivers, provisional applicants and overseas applicants, in accordance with Department of State Growth's business rules, manuals and guidelines.

## MAJOR DUTIES:

- To accurately conduct on-road driving assessment for the purposes of evaluating the driving skills of an applicant, or a holder of, a driver licence.

- Assist in creating a positive assessment environment and experience for both the applicant and their supervisory driver by responding flexibly to an individual's needs, communicating well with, relating to and seeing issues from the perspective of people from a diverse range of backgrounds.
- Provide constructive, accurate and useful feedback to the applicant or holder of, a driver licence in respect of their performance during their driving assessment.
- Record, input statistics, and generate reports on driver assessment, including making recommendations about whether a licence should be issued, suspended or cancelled.
- Monitor and review driving competency standards, actively participate in moderation, peer assessments and auditing and provide advice on assessor manuals, guidelines and business rules.
- To assist with designing appropriate test routes and perform the on-road driving assessment at designated locations.

### **SCOPE OF WORK: (Level of Responsibility and Direction/Supervision Received)**

The occupant is responsible for the:

- Safe and legal conduct of on road driving assessment and reporting of those assessments.
- Accurate and timely completion of daily tasks.
- Delivery of high level client service and for contributing to a positive assessment environment.
- Provision of accurate information and advice.

The occupant is required to work under general direction and general supervision in accordance with established procedures and practices. Advice on complex issues can be sought from the immediate supervisor, or other State Growth officers.

Exercises limited discretion, decision making and judgement in the application of some legislation. The role requires application of established business rules and guidelines, traffic regulations and the driver competency standards.

Driver Assessors are often exposed to conflict with the public and must possess personal attributes of resilience, tact and resolution skills to undertake conflict negotiation and to defuse volatile and abusive situations.

### **KNOWLEDGE AND SKILL (SELECTION CRITERIA):**

The Department of State Growth insists on a collaborative and consultative approach, especially involving integrity, respect and openness in dealing with others and believes teamwork, effective communication and professionalism are essential in achieving higher quality outcomes.

The person occupying this role will focus on achieving sustainable outcomes by:

- actively collaborating with key stakeholders; and
- adopting innovative methods and approaches

Therefore to apply for this role you will need to demonstrate your ability to meet the selection criteria detailed below.

*The selection criteria listed below are weighted equally for assessment purposes.*

1. Sound knowledge of driving assessment procedures, and Tasmanian Road Rules, or the ability to quickly acquire such knowledge, including the ability to fairly assess an applicant's proficiency in accordance with the principles of competency based assessment and the proven ability to contribute to a positive assessment environment.
2. High level interpersonal and communication skills, including the ability to communicate clearly and with diplomacy particularly in situations where conflict exists, and to work with a variety of clients and stakeholders across a diverse range of cultures and backgrounds.

3. Good written communication skills, including the ability to produce correspondence, information and explanations that are clear, accurate and understandable.
4. Proven ability to work both individually and as a member of a team, demonstrating a high level of judgement, resilience and tact and the ability to make independent decisions in accordance with the relevant rules and guidelines.
5. Good computer skills with the ability to efficiently and accurately enter data into computer software packages and produce information for reports.

## QUALIFICATIONS AND REQUIREMENTS:

<b>Pre-employment</b>	<p>The Head of the State Service has determined that the person nominated for this role is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. The following checks are to be conducted.</p> <ul style="list-style-type: none"> <li>▪ Crimes of violence</li> <li>▪ Sex related offences</li> <li>▪ Serious traffic offences</li> <li>▪ Crimes of dishonesty</li> <li>▪ Serious drug offences</li> </ul>
<b>Essential</b>	<p><b>Working with Children Registration.</b> The Department of State Growth has determined that this role is identified as undertaking child related regulated activities in-line with the definitions of the Registration to Work with Vulnerable People Act 2013, and as such any occupant of this role will require a current Working with Children Registration. To register you will need to follow the links and information at <a href="http://www.justice.tas.gov.au/working_with_children/who_needs_registration">http://www.justice.tas.gov.au/working_with_children/who_needs_registration</a></p> <p>As this registration is an essential requirement of this role it must remain current and valid at all times whilst employed in the role. The status of the registration may be checked at any time during employment. It is the employee's responsibility to ensure that the registration remains current and to advise the employer if their circumstances change. This includes notifying the employer of any new criminal convictions or if a registration is revoked, cancelled or conditions altered.</p> <p>Evidence must be provided prior to appointment to this role.</p> <ul style="list-style-type: none"> <li>▪ A current full car driver licence</li> </ul> <p><i>The person must continue to satisfy the above essential requirements/qualifications throughout their employment in this role. The Driver Assessor is employed to act on behalf of the Registrar of Registration and Licensing and as such must meet the requirements of r.10 (11) of the Vehicle and Traffic (Driver Licensing and Vehicle Registration) Regulations 2010 (S.R. 2010, Number 37).</i></p>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>▪ Certificate IV in Training and Assessment (TAE)</li> <li>▪ Extensive work experience in a relevant field.</li> </ul>

## WORK CONDITIONS

- Whilst undertaking driving assessments on the road, Driver Assessors are required to be alert at all times and able to react quickly to intervene and take control of the vehicle if required. A driver assessor must be able to defuse verbally abusive situations, to stay calm under pressure and provide impartial feedback with a high level of diplomacy.
- The Driver Assessor will be required to create a positive assessment environment by attempting to make applicants feel at ease during the assessment process, assisting in alleviating nervousness and in promoting a calm and relaxed atmosphere.
- Intra state travel may be required.
- Due to the confidential nature of the information accessed in this role, the occupant will be required to sign a confidentiality declaration confirming they understand their responsibilities regarding disclosing or using confidential information appropriately.

## WORK ENVIRONMENT:

The Department of State Growth is a values based organisation and we aim to attract, recruit and retain people who will uphold our values and are committed to building the culture we aspire to.

We are also committed to high standards of performance in relation to Workplace Health and Safety and Diversity Management. All employees are expected to participate in maintaining safe working conditions and practise, promote and uphold the principle of fair and equitable access to employment/promotion, personal development, training and the elimination of workplace harassment and discrimination.

The expected behaviours and performance of the Department's employees and managers are governed by the *State Service Act 2000* through the State Service Principles and Code of Conduct.

These can be located at [www.dpac.tas.gov.au/divisions/ssmo](http://www.dpac.tas.gov.au/divisions/ssmo)

## THE DEPARTMENT:

The Department of State Growth works to grow our economy and provide opportunities for all Tasmanians. We provide support and strategy advice in relation to key economic drivers including energy, industry sectors, resources, regulation and infrastructure. We support the delivery of a range of public services and have a strong focus on investment attraction and the development of innovative strategies that drive state growth.

The Department's website at [www.stategrowth.tas.gov.au](http://www.stategrowth.tas.gov.au) provides more information.

## APPROVAL:

<b>Effective Date:</b>	July 2014
<b>Approved by:</b>	Director Registration and Licensing Services
<b>Date Approved:</b>	16 July 2014