

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Regional Coordinator Transport Program	Department	Community Services
Location	Burnie/Mowbray/Bridgewater	Direct/Indirect Reports	40-50 Volunteers Regionally
Reports to	Regional Manager (North West)	Date Revised	December 2017
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

■ Position Summary

This position is responsible for the coordination and delivery of the Client Transport service to eligible clients in the relevant region and across the state including management of client transport requests, volunteer coordination, and production of activity and service reports.

The Regional Coordinator is responsible for the recruitment, training, support and development of volunteers in the Client Transport program. They are also responsible for ensuring that services are delivered in a manner consistent with organisational policies, procedures and standards as well as meeting the requirements of clients and the funding bodies

■ Position Responsibilities

Key Responsibilities

- The effective and efficient day to day delivery of the Client Transport Program regionally and State-wide. This includes coordinating up to 100 volunteers state-wide.
- Recruitment and induction of suitable volunteers, conducting program specific training, and rostering volunteers in line with established policies and procedures. Process volunteer reimbursements, maintain accurate records, and provide accurate, timely reports as required.
- Client management and stakeholder engagement – process client referrals, liaise with MyAgedCare, review client eligibility and liaise with clients regarding outcomes
- Maintain accurate, complete and timely records and collect the appropriate information for reporting purposes
- Coordinate and oversee the management of allocating charges and receiving payments for regionally based transport services.
- In conjunction with the Program Staff answer incoming calls relating to service bookings, cancellations, general service queries and new client bookings
- Ensure accurate input of data into the IT based Transport Booking System.
- Maintain program equipment including vehicles phones, chargers and blue tooth devices.
- Build the Red Cross Transport services and ensure the services are available to and accessed by people in need through comprehensive and coordinated communications with stakeholders including clients, volunteers, colleagues, partners and community organisations.

- Work in collaboration with the Regional Manager, and Team members to ensure that the program operates within funding guidelines, budget and in accordance with established policies.
- Work with the Program Lead coordinator and other team members to identify and implement strategies that result in continuous improvement of the program.
- In accordance with Red Cross policy assist the Program Lead coordinator to ensure the effective management and resolution of client and volunteer issues, grievances and complaints.
- Participate in evaluation and continuous quality improvement of the program in line with the Program Management Cycle

■ Position Selection Criteria

Technical Competencies

- Experience in the implementation and coordination of volunteer led community programs
- Well-developed communication and interpersonal skills including with people from a wide range of backgrounds
- Ability to follow and implement organisational policies and contractual requirements
- Experience in recruiting, managing and working with volunteers
- Proven organisational and time management skills
- Ability to develop and deliver innovative service and strategic initiatives within budget constraints
- Well developed analytical, problem solving and decision making abilities with strong attention to detail
- Ability to build effective stakeholder relationships at all levels
- Strong affinity and experience with the target group of frail older persons
- Good records management and office administration skills including proficiency in the use of MS Office or similar software and experience using databases
- Extensive experience in data entry
- A sound geographical knowledge of Tasmania would be an advantage.
- Skills in financial administration

Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in the community services sector.
- A current Drivers Licence

Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours |** Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.

- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Team effectiveness | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters