

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Learner Driver Program Community Program Support Officer	Department	Community Programs
Location	Blacktown/Mt Druitt	Direct/Indirect Reports	10 volunteers
Reports to	Regional Operations Manager	Date Revised	July 2020.
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

### ■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

### ■ Position Summary

The Learner Driver Program provides a flexible and holistic approach to supporting young Aboriginal and Torres Strait Islander peoples in the Mt Druitt area get their driver's license. It does this by working with new drivers to overcome a variety of barriers they may experience to obtain a drivers licence. It aims to minimise the risk of contact with the criminal justice system and/or recidivism for participants for driving and licencing offences. With better transport options participants will be better placed to access services, and take advantage of social, educational and employment opportunities.

The successful applicant will contribute to achieving this goal by supporting the delivery of a Learner Driver Program based in Mt Druitt. In order to achieve this outcome the applicant must have administrative, relationship and organisational skills, and have experience working with Aboriginal community members.

### ■ Position Responsibilities

#### Key Responsibilities

- Support potential participants to access the Learner Driver Program get their driver's licences
- Work with agencies in Mt Druitt, including Aboriginal community controlled organisations in Mt Druitt, to attract participants into the Learner Driver Program.
- Support participants to obtain required identification and documentation to be eligible to apply for a licence.
- Support participants to address fines through Work Development Order (WDO) support and coordination.
- Support participants to access culturally appropriate mentoring and support where required.
- Attract, recruit and train volunteers; match (and support) volunteers and participants; monitor and provide feedback to volunteers.
- Arrange initial training of volunteer driving supervisors to advise them about the commitment of time, appropriate insurance, tips on assisting the learners and cultural awareness.
- Liaise with mentors, learners and case managers to ensure that the project is well implemented.

- Collect and maintain accurate records. In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints.
- Working in collaboration with the Regional Operations Manager, ensure that the project operates within budget and in accordance with approved Red Cross standards.

## ■ Position Selection Criteria

### Technical Competencies

- Well-developed organisation and time management skills.
- Ability to meet tight deadlines.
- Ability to work effectively both autonomously and as part of a team.
- Ability to effectively communicate with a diverse range of people including government and business groups, and other service providers.
- Ability to work effectively within the local Aboriginal community and understanding of cultural requirements.
- Well-developed analytical, problem solving and decision-making abilities.
- Ability to communicate effectively both oral and written communication skills, including presentation skills.
- Excellent records management and general office administration.
- Proficiency in MS Office or similar software and experience using databases.

### Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role.
- Relevant skills and/or experience in business administration, community services or related fields.
- Knowledge of, and experience working within, the local Dharug communities and cultural context.
- Current full Drivers Licence, and safe driving record.
- Aboriginality is a genuine qualification to succeed in this role. This position has been identified for an Aboriginal or Torres Strait Islander person in accordance with the Anti-discrimination Act 1977 (NSW).

### Behavioural Capabilities (capabilities do not require a written response)

**THINK** | **Investigate, Analyse and Make Decisions** | Seeks information and analyses evidence and data to make decisions Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions

**ACHIEVE** | **Plan and Implement** | Effectively scopes, plans and implement work activities Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time

**COLLABORATE** | **Teamwork and Collaboration** | Works with others to achieve shared goals Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

**COLLABORATE** | **Engage and Influence others** | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives Establishes contact with others in response to specific needs | Builds relationships with external parties as required | Presents a point of view in a constructive and objective manner | Makes a strong positive personal impression on others

## ■ 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 Code of Conduct 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