

Department of State Growth

Statement of Duties

Position Title:	Driver Assessor
Position number:	Generic
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream Band 3
Division/branch/section:	Road User Services / Registration and Licensing Services / Driver Training and Assessment
Location:	State-wide
Employment status:	Flexible
Supervisor:	Manager Driver Training and Assessment Services

Position 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: (Responsibility, Decision-Making and Direction 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.

Selection Criteria (Knowledge and Skills):

- 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.
- 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.
- Good written communication skills, including the ability to produce correspondence, information and explanations that are clear, accurate and understandable.
- 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.
- Good computer skills with the ability to efficiently and accurately enter data into computer software packages and produce information for reports.

Position Requirements

Pre-employment

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.

- Crimes of violence
- Sex related offences
- Serious traffic offences
- Crimes of dishonesty
- Serious drug offences

Essential

Evidence of the following must be provided prior to appointment to this role:

Current drivers licence

Working with Children Registration. 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 http://www.justice.tas.gov.au/working_with_children/who_needs_registration

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.

The person must continue to satisfy the above essential requirements/qualifications throughout their employment in this role.

Desirable

- Certificate IV in Training and Assessment (TAE)
- Extensive work experience in a relevant field.

Working at State Growth

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 \(http://www.stategrowth.tas.gov.au/\)](http://www.stategrowth.tas.gov.au/) provides more information.

Our department is a diverse, inclusive and flexible workplace that enables our people to contribute to their full potential. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our clients with respect.

State Growth is a values-based organisation. Our aim is to attract, recruit and retain people who will uphold our values and are committed to building a strong values based culture. Our values and behaviours reflect what we consider to be important, that is

Our people who are at the heart of the organisation; *our decisions* which are based on sound principles; and *our clients* who are at the centre of what we do.

We have the ***Courage to Make a Difference*** through:

- ***Teamwork*** – our teams are diverse, caring and productive
- ***Respect*** – we are fair, trusting and appreciative
- ***Excellence*** – we take pride in our work and encourage new ideas to deliver public value
- ***Integrity*** – we are ethical and accountable in all we do

We are committed to high standards of performance relating to Workplace Health and Safety and all employees are expected to participate in maintaining safe working conditions and practices. State Growth has zero tolerance to violence, including violence against women and any form of family violence. We will take an active role to support employees and their families by providing a workplace that promotes their safety and provides the flexibility to support employees to live free from violence.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to (*State Service Act 2000*). These can be located at State Service Management Office (www.dpac.tas.gov.au/divisions/ssmo)
