

<b>POSITION TITLE:</b>	Community Transport Program Leader	<b>CLASSIFICATION :</b>	Band 5
<b>REPORTS TO:</b>	Community Support Co-Ordinator	<b>DIRECTORATE</b>	Community and Wellbeing
<b>DEPARTMENT:</b>	Community Support and Diversity	<b>TEAM:</b>	Community Support

## OUR STRATEGIC CONTEXT

**PURPOSE**

Our organisation is accountable, sustainable, and delivering effective services to our community.

**VISION**

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

**VALUES**

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

**COUNCIL PLAN**

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

## HOW YOUR ROLE CONTRIBUTES

By leading the Community Transport team, you will play a vital role in fostering connections, independence, and improve accessibility for Stonnington community members. You will do this by delivering a reliable, safe, and accessible door-to-door service bus service to residents so they can confidently, go shopping, socially connect and participate in community programs and events. You will play a direct role in ensuring the safety of community members and that of your team by meeting government regulations and requirements.

RESPONSIBILITIES	KEY OUTCOMES
<b>Team Leadership</b>	<ul style="list-style-type: none"> <li>Effective coordination of daily community transport operations, ensuring reliable and seamless service delivery to meet community needs.</li> <li>Display leadership skills with a proactive approach to problem-solving, team development and support.</li> <li>Provide a safe and welcoming environment where you will be encouraged to innovate and embed positive values in the team.</li> <li>Ensure the team are communicated with and kept up to date daily, ensuring that passenger services are delivered effectively.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Establish strong relationships with passengers through regular engagement, ensuring transport solutions are tailored, inclusive, and responsive to individual needs.</li> <li>Maintain a high standard of customer service, delivered through respectful, inclusive, and accessible communication with passengers and stakeholders.</li> <li>A continuously improved service quality that uses customer feedback, data, and insights, to achieve positive community transport outcomes.</li> <li>Confident in conducting phone-based customer risk assessments and applying knowledge of local road conditions to support safe and efficient transport services.</li> <li>Ensure that all people, regardless of background, feel safe, included and receive equitable service, through the services practice and principles.</li> </ul>
<b>Ensure the service meets full Bus Safety accreditation requirements.</b>	<ul style="list-style-type: none"> <li>Enhanced passenger safety and access through support for individuals with limited mobility, frailty, or age-related needs and fostering equitable transport experiences.</li> <li>Ensure compliance with the Victorian Bus Safety Act 2009, occupational health and safety regulations, and all relevant Council procedures.</li> <li>Maintain strong culture of safety embedded within the team, prioritising the wellbeing of both passengers and staff in all aspects of service delivery.</li> <li>The ability to provide temporary relief from time to time by driving a community bus. This will require having a VicRoads-accredited Driver Certificate for operating public buses.</li> </ul>

<b>Customer Safety and Risk Management</b>	<ul style="list-style-type: none"> <li>Ensure that all passengers are not at personal risk whilst using the Community Transport service by understanding passenger requirements through completing relevant risk assessment checklists and maintaining up to date record keeping and completing follow up reports from team members.</li> <li>Be confident in conducting phone-based customer risk assessments and applying knowledge of local road conditions to support safe and efficient transport services.</li> <li>Maintain and exercise appropriate duty of care for all users of the service</li> </ul>
<b>Administrative Skills:</b>	<ul style="list-style-type: none"> <li>Demonstrated strength in office administration, including Community transport passenger scheduling and rostering. Understand staff and program rostering systems, aligning driver availability and vehicle capacity with daily service demand to optimise operational efficiency.</li> <li>Able to demonstrate an ability to learn new software quickly including the Caremaster <b>Trips</b> software platform. Proficiency in <b>Trips</b> community transport software will be highly regarded.</li> <li>A demonstrated ability to in maintaining, reviewing and improving service management administration processes and procedures through a lens of quality standards and continuous improvement.</li> <li>Ensure the fiscal management practises relevant to Community Transport fees, charges and invoices are kept up to date and deadlines met.</li> </ul>

## KEY WORKING RELATIONSHIPS



- Direct reports:** Community Support and Diversity Co Ordinator
- Internal:** All relevant departments, Team members,
- External:** Community groups, residents, service providers

## REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

<b>Accountability and extent of authority</b>	<ul style="list-style-type: none"> <li>Ability to supervise and guide resources, teams or other employees effectively, ensuring adherence to defined objectives and budgets while maintaining regular communication and reporting to senior management.</li> <li>Competence in providing specialist advice or regulating client interactions within established guidelines, with an understanding of the implications of decisions and the ability to navigate appeals or reviews by senior staff</li> <li>Capacity to provide direct support to senior employees, exercising broader decision-making freedom that impacts overall team performance and outcomes, while maintaining alignment with organizational standards and procedure</li> </ul>
<b>Judgement and decision making</b>	<ul style="list-style-type: none"> <li>Ability to assess well-defined objectives and select the most suitable methods, technologies, or processes from various alternatives, leveraging professional knowledge and experience</li> <li>Competence in tackling complex or technical issues that require innovative solutions, demonstrating originality and resourcefulness when faced with unfamiliar challenges.</li> <li>Skill in seeking and incorporating guidance and advice from colleagues or experts, ensuring informed decision-making within the necessary timeframes.</li> </ul>
<b>Specialised knowledge and skills</b>	<ul style="list-style-type: none"> <li>Deep understanding of relevant technologies, procedures, and processes specific to the operating unit for effective supervision and management.</li> <li>Strong grasp of the underlying principles of regulations, enabling accurate interpretation and application distinct from routine practices.</li> </ul>

	<ul style="list-style-type: none"> <li>Comprehensive knowledge of the senior roles within the unit, long-term goals of the team, and alignment with the broader organizational objectives and policies.</li> </ul>
Management Skills	<ul style="list-style-type: none"> <li>Ability to effectively manage time, set priorities, and organize tasks to meet objectives efficiently within available resources and deadlines.</li> <li>Strong understanding of personnel practices, including equal employment opportunity, occupational health and safety, and employee training and development.</li> <li>Proficient in planning and coordinating work activities for oneself and others to achieve specific goals and enhance overall team performance.</li> </ul>
Interpersonal skills	<ul style="list-style-type: none"> <li>Strong verbal and written communication skills to engage clients and colleagues clearly and professionally</li> <li>Ability to work cooperatively with diverse groups, fostering a supportive environment and building strong relationships.</li> <li>Skilled in addressing issues and mediating conflicts, promoting positive outcomes and mutual understanding.</li> </ul>
Qualifications and Experience	<ul style="list-style-type: none"> <li>Demonstrated work experience in Community Transport Services that showcases applicable skills and knowledge.</li> <li>Proficient in Microsoft suite software and Caremaster "Trips" Software with a strong ability to apply these skills in a practical work setting.</li> <li>Must possess a current Working with Children Check and a Valid Police Check or be willing to obtain both prior to commencing employment.</li> <li>This role maybe required to complete routine medical checks, undergo fit to work testing.</li> <li><b>Licensing and Background Checks:</b> Current Victorian driver's licence, including a Victorian Drivers Certificate and ability to complete a satisfactory police check, and a current Working with Children Check (WWC). A Heavy Rigid or Light Rigid Licence would be considered an advantage.</li> </ul>

#### Capability Framework: Level 1 Accomplished

Capabilities are the essential skills and behaviours needed for effective role fulfillment, represented as observable actions

Project Management	<ul style="list-style-type: none"> <li>Develop essential skills in effective planning, coordination, and control. Responsibilities include tracking tasks to ensure deadlines are met, understanding team objectives, managing time efficiently, and providing valuable feedback for continuous improvement, all contributing to the overall success of the project</li> </ul>
Change	<ul style="list-style-type: none"> <li>Creating Path Through Change" by advocating for continuous improvement and contributing new ideas to enhance processes. You will embrace innovative approaches and utilize data to identify opportunities for enhancing work systems, ultimately benefiting both our business and community</li> </ul>
Communication	<ul style="list-style-type: none"> <li>Effectively communicate with clarity and respect, actively listen and engage with others, adapt language and non-verbal cues as needed, prepare well-structured written materials, and contribute regularly to team discussions and community engagement</li> </ul>
Good governance	<ul style="list-style-type: none"> <li>Utilise technologies and data to enhance efficiency while ensuring compliance with information security and organisational policies. Support process improvements and help colleagues understand relevant guidelines and procedures.</li> </ul>
Achievement	<ul style="list-style-type: none"> <li>You will deliver customer and community-focused services aligned with strategic objectives. You will seek diverse perspectives, build internal and external networks, and complete tasks on time under guidance. Contributing to resource allocation and team goals, your work will prioritize the needs of customers and the community.</li> </ul>
Leadership Impact	<ul style="list-style-type: none"> <li>You will contribute to a culture of continuous improvement by embracing feedback and supporting your colleagues. You will help ensure that everyone understands how their roles align with our goals and participate in recognising high-quality work while promoting the value of diversity within Stonnington.</li> </ul>

## WHAT WE ARE ALL RESPONSIBLE FOR



Workplace Health, Safety and Wellbeing:	We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.
Diversity, Equity, and Inclusion:	We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.
Code of Conduct:	We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.
Service Promises:	We Empathise   We are Responsive   We are Transparent   We are Consistent   We Follow Through
Safeguarding Children and Young People:	We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.
Sustainability:	We're committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.

Review date:	July 2026
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