



Position Description

Private and Confidential

**Co-ordinator, Transport
(Multi-Site)**

The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is more than \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter is positioned as one of the largest regionally based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: *We inspire possibility by giving people access to support in their chosen community*

Our Mission: *By connecting capable, passionate and caring locals with those who need support*

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Co-ordinator, Transport (Multi-Site)
Location:	Wentworth or Broken Hill
Job Type:	Fixed term full time – 04/02/2022
Reports to:	Operations Manager Transport
Direct reports:	Transport Liaison Officer, Transport Service Officer (Driver)

Service Description

LiveBetter Transport provides safe, comfortable and affordable transport for the frail aged, younger people with a disability and the transport disadvantaged. TNSW defines transport disadvantaged as being affected by specific circumstances that leave people with limited or no access to private transport and difficulty in accessing conventional transport. It also recognises that people living in isolated and remote communities are more likely to be part of this group. LiveBetter also provides transport of a commercial nature including but not exclusive to children and young adults travelling to and from education or employment

The Transport team have offices in Orange, Dubbo, Broken Hill, Lithgow, Wellington, Tenterfield, Glen Innes, Balranald, Ivanhoe, Cowra, Oberon, Wentworth.

The Transport team perform a vital role in delivering safe, professional and quality services to our customers.

Key Position Responsibilities

The primary objective of this position is to oversee the scheduling of drivers and vehicles across multiple locations to provide a smooth and efficient transport service and, ensure the delivery of outstanding customer service.

Core responsibilities for this position include:

- Manage the Co-ordination of transport services to match the needs of our customers and carers.
- Facilitate the provision of appropriate tools for staff to carry out their roles effectively ensuring all qualifications/training are up to date.
- Support Transport Liaison Officers & volunteers via regular meetings and professional development.
- Effectively communicate with staff and volunteers within the Transport team on a regular basis to assist and coach them in the delivery of service excellence.
- To drive an increase in Commercial Transport via NDIS and Full Cost Recovery transport options.
- Assisting the Operations Manager to ensure that service is operating within budget.
- Ensuring the smooth administrative functioning of each transport service office the position regionally has responsibility for.
- Promote, develop and maintain positive partnerships with internal and external key stakeholders including TfNSW.
- Support and coach staff to ensure efficiency of functions including; timesheets, monitoring leave and reporting.
- Set SMART goals for staff using the annual performance and appraisal process.
- Manage low-medium complaints in line with policy.
- Lead and monitor daily dispatch and completed trip verification in Routematch.
- Complete timely reporting of information required by funding bodies and stakeholders.

- Administer the implementation of service policies and procedures relating to Transport.
- Assist and have a strong commitment and understanding of the frail aged, younger persons with a disability and those that are transport disadvantaged.
- Supportive approach and understanding of lived experience of Aboriginal and transport disadvantaged people in isolated and remote areas.
- Enhance the quality of life for eligible customers by providing transport and thereby access to medical, social, sporting, cultural and recreational activities.
- Maintain privacy and confidentiality in accordance with the privacy legislation and LiveBetter policies and procedures.
- Contribute to a work environment of co-operation and respect for all employees, free from bullying and harassment.
- Assist with additional, appropriate duties which from time to time may be required.

Risk

Managers and Coordinators

Are risk owners and are required to create an environment where risk is accepted as a personal responsibility of all staff, volunteers and contractors They should;

- Identify, record and periodically evaluate the risks in NetSuite
- Identify, record and assess the effective internal controls
- Develop treatment plan to treat high level risks in a timely manner in NetSuite

Person Specification

Essential

- Qualifications in Administration, Community Services and/or experience in a similar role that involves customer service, administration, scheduling and/or rostering.
- Demonstrated experience in the use of electronic client/customer information systems including ability to effectively use Microsoft Office software.
- Comprehensive experience in operational planning including the ability to interpret financial information and budgets.
- Superior organisational and time management skills with the ability to multi task in a fast driven environment.
- Demonstrated high level communication skills, both written and verbal with a high degree of empathy.
- Ability to lead proactively with a focus on solutions, along with experience leading a team across multiple locations.
- Drivers Licence and the ability to travel at times if required.

Desirable

- Knowledge of the aged care, disability and community services.
- Knowledge of service user/carer for Aboriginal and CALD communities.

Other requirements

1. Pass a Police Check and a pre-employment medical assessment (including drug and alcohol screening).
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			