



Position Description

Position Title	Community Transport & Volunteer Lead
Program and/or Team	Volunteer and Community Connections
Reports to	Program Manager Community Connections
Direct Reports	Nil
Primary Location	2A Gardeners Road, East Bentleigh Staff may be required to work at any Connect Health & Community or partner site.
Enterprise Agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi-Enterprise Agreement 2017-2020
Classification Grade and Salary	SACS Level 5
Status, FTE and Hours	Full time, Fixed term to 30 June 2024
About Connect Health & Community	<p>Connect Health & Community is a not-for-profit community health service, helping residents in the southeast, Bayside and Glen Eira areas.</p> <p>We are the largest provider of problem gambling services in Victoria and have been providing health and social services to the local community for more than 40 years.</p> <p>Connect Health & Community offers programs and services across the southeast of Melbourne with locations in Bentleigh East, Cheltenham and Sandringham.</p>

Role Objective	<p>The Community Transport & Volunteer Lead has responsibility for the delivery of an effective and safe non-emergency transport service and volunteer program. This position is responsible for:</p> <ul style="list-style-type: none"> • providing effective day to day leadership and management of a dedicated team of professional staff including recruitment, induction, monitoring team performance and resolving any issues or conflicts • setting clear team goals and deadlines and creating a positive team environment with open communication culture • delivering a high-quality volunteer program in line with the Connect health Volunteer Strategy and Action Plan • coordinating the Community Transport service to ensure trip bookings, scheduling and cancellations, volunteer administration, records are maintained • working closely with team members to ensure accurate data collection and records, develop and monitor processes and systems designed to ensure the effective, timely and quality management of issues and operational deliverables • evaluating the effectiveness and efficiency of the Transport service and Volunteer program to identify opportunities for improvement • engaging with volunteers to ensure they know they are a valued workforce contributing actively to the quality of our work • creating and maintaining relationships within the sector and with partners.
Position Specific Responsibilities	<p>The Community Transport & Volunteer Lead works with a significant degree of independence and autonomy to:</p> <ul style="list-style-type: none"> • monitor and evaluate volunteer programs to improve the delivery of services and volunteer programs in accordance with funding guidelines, strategic goals and organisational policies and procedures • produce high-quality reports to meet acquittal requirements and deadlines • coordinate with staff members to identify, recruit and resource programs with their required volunteers • ensure the volunteer lifecycle, including recruitment, training, supervision and data collection is managed • actively manage and mitigate risks to safety of the Transport service so far as is reasonably practicable • establish and maintain a system for ensuring that the vehicles are safely and appropriately maintained including the accreditation requirements for bus operators are met • develop and update our processes and procedures to ensure compliance with regulation, legislation and organisational policies and procedures • oversee newsletters, website, social media and publications as required and assist in events that celebrate our volunteers • ensure vehicle accidents/incidents are recorded and reported and any insurance claim is submitted

	<ul style="list-style-type: none"> collaborate with the Maintenance Officer to ensure Transport service vehicles are maintained and serviced regularly including annual bus safety inspections.
Responsibilities of all employees	<p>Promote activities and programs in accordance with Connect Health & Community Strategy, Vision and Purpose.</p> <p>Model Connect Health & Community Values in the workplace.</p> <p>Adhere to the Connect Health & Community Code of Conduct, Child Safe Code of Conduct and NDIS Code of Conduct (where relevant).</p> <p>Comply with funding and legislative requirements relevant to the position, including policies, procedures and systems of Connect Health & Community and other external stakeholders.</p> <p>Promote awareness that Connect Health & Community encourages consumer, carer and community participation.</p> <p>Participate in meetings, training and development, quality improvement processes and workplace health and safety requirements.</p> <p>Undertake other duties as directed.</p>
Key Selection Criteria Mandatory	<p>Qualifications:</p> <ol style="list-style-type: none"> Relevant tertiary qualification in business management, transport services, volunteer services, or similar and/or significant relevant experience. <p>Key Skills, Competencies and Personal Attributes</p> <ol style="list-style-type: none"> 3-5 years' experience in leading a team to coordinate a volunteer/community transport program Experience in supporting staff through feedback, coaching and mentoring, including management of performance and workplace behaviour and conduct Highly effective interpersonal and communication skills (both written and verbal) and negotiating and conflict resolution skills An eye to operational details and experience in developing and implementing work instructions and procedures Ability to work collaboratively within a team to meet competing demands and contribute solutions-focused strategies to support client and team needs The ability to identify, foster and maintain relationships with key internal and external stakeholders Demonstrated ability to work autonomously with limited support and as an active team member Demonstrated understanding of continuous improvement, client safety and risk management principles Competence in MS Office software including Word, Excel, PowerPoint and Outlook <p>Current and valid Victorian Driver's License</p>
Desirable	Demonstrated ability to quickly learn systems and processes.

Compliance	<p>A Valid Working with Children Check and Police Check are mandatory.</p> <p>Employees working in a NDIS Risk Assessed Role are required to provide a NDIS Worker Screening Check Clearance.</p> <p>Employees must maintain and keep up to date all mandatory compliance requirements (Working with Children Check, Police Check, Professional Registration and NDIS Worker Screening Check (if relevant)), related to their position at their own cost.</p> <p>Under the <i>COVID-19 Mandatory Vaccination (Specified Facilities) Directions</i>, Connect Health are required to collect, record, and hold vaccination information about all employees and are not able to permit an employee who is not fully vaccinated to work onsite unless an approved Medical Exemption applies. Employees must be able to comply with this requirement.</p>
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This position description may be modified from time to time to reflect organisational changes.

Employee Declaration:	I have read, understand, and agree to work in accordance with this Position Description.
Employee Name:	
Employee Signature:	
Date:	