

POSITION DESCRIPTION

Travellers Aid is committed to enabling individuals of all abilities to connect to people and place. Our vision is a society where people with mobility challenges are treated with dignity and respect, being able to lead full and rich lives with confidence and we aim to achieve this by empowering people with travel related challenges to connect, engage and participate.

Position Title: Site Supervisor - Bendigo
Function: Operations
Reports to: Assistant Manager - Operations
Direct Reports: N/A
Location: Bendigo Station
Hours of work: Weekdays – 38 hours per week with limited weekend or after hours work

Employment Conditions: As per Travellers Aid EBA 2023 (Band level 5)
Employment Type: Permanent full time
Probationary Period: 6 months

Role Overview

This role is responsible for the implementation and ongoing delivery of a new connection assistance service at Bendigo Station, offering personal guidance and wheelchair assistance to individuals with mobility challenges, including older adults and people with disability, people who are in distress or anxious and people who are unfamiliar with the public transport network. It works closely with the Assistant Manager - Operations and the Operations Manager and requires a collaborative approach. The role requires a hands-on approach and involves providing supportive, informative, and accessible assistance to customers to continue their journeys with confidence. The Site Supervisor will build and maintain a pool of suitable volunteers to assist with service delivery and growth.

Working closely with V/Line and other key stakeholders, the Site Supervisor will lead project implementation efforts and build strong local networks to promote the service. This role plays a vital part in enhancing travel accessibility and fostering community engagement at Bendigo Station.



Section 1. Skills and experience required to meet position objectives:

Essential

- Strong skills in oral and written communication with service users, stakeholders and members of the public
- An awareness of current issues affecting people with disability and older people
- Excellent customer service skills
- Leadership skills including an ability to motivate and nurture team members/volunteers towards a shared goal(s).
- An ability to stay calm under pressure and willingness and ability to resolve disputes.
- An ability to work as part of a team and unsupervised, with excellent time management, problem solving and prioritising skills
- Sound understanding of occupational health and safety
- A demonstrated track record of initiating and implementing continuous improvement activities to ensure operational excellence and efficiencies.
- A demonstrated results and outcome focus.
- Proficiency in Microsoft Office applications, cloud-based applications and use of databases.

Desirable

- Current Victorian Driver License
- Experience working in the not-for-profit sector.
- Experience working with people with disabilities, older people and people from diverse backgrounds
- Project management skills.

Formal Qualifications

- Certificate IV in Disability or Community Development or a minimum of 3 years relevant experience (desirable)
- Current Level 2 First Aid Certificate & Annual CPR Update or willingness to obtain
- Willingness to obtain a current Working with Children Check, National Police Check and International Police Check (if applicable) and Rail Safety Category 3 Medical Assessment prior to commencement of employment.

Inherent job requirements

- Extended periods of work outdoors, in variable climates
- Walking and standing for extended periods

- Manual handling tasks within Work, Health and Safety requirements
- Managing yourself and others in an environment of potentially challenging behaviours and situations
- Operating a power-assist wheelchair
- Driving a motorised vehicle relevant to role e.g. buggy and/or minivan

Section 2. Areas of Accountability

Responsibilities

People leadership

- Support Operations Team in ensuring that services are delivered according to service level agreements and funding contracts and within budget
- Assist with the implementation of Travellers Aid's strategic objectives and related business and work plans
- Proactively promote volunteering opportunities, assist in the recruitment of volunteers and ensure appropriate induction, training and ongoing management
- In conjunction with the Assistant Manager, Operations provide input and oversight of work allocation and rostering
- Understand work procedures relevant to the site and guide volunteers to execute safely
- Display a willingness to assist others, share relevant knowledge openly, cooperate and support the team
- Effectively manage conflict resolution and escalate to the relevant manager, as required.
- Actively participate in relevant team meetings

Service outputs and outcomes

- Pro-actively contribute to the promotion of high-quality connection assistance and customer service to service users and the travelling public
- Exercise sound judgement, initiative, confidentiality and sensitivity in the performance of work
- Ensure Travellers Aid meets performance indicators as per funding agreements
- Monitor and assess outputs and outcomes to inform potential adjustment and required changes to the project
- Ensure maintenance of equipment to ensure safe service delivery

Stakeholder relationships

- Work collaboratively with the host organisation V/Line to achieve outcomes as defined by both organisations
- Establish relevant local networks and relationships to support successful implementation and sustainable growth
- Ensure accurate and timely record-keeping and assist in the preparation of timely and accurate reports
- Contribute to stakeholder and community engagement activities, events and expos
- Participate in relevant network meetings, consultations and briefings

Culture of Travellers Aid

- Promote and encourage personal growth and effective communication
- Understand, support and live the policies and procedures of the organisation
- Ensure that own behaviour and that of others is in line with Travellers Aid values and behaviours.

Continuous Improvement

- Actively participate in and contribute to continuous improvement activities and support their implementation in the relevant areas.

Occupational Health and Safety

- Ensure own behaviour and that of others is in line with all safety requirements
- Ensure the timely and accurate completion of quality and safety audits.

Note: Travellers Aid Australia has a Zero Drug and Alcohol tolerance for employees whilst undertaking employment tasks

Section 3. What attributes do we recruit for?

Respect: Consistently acts with honesty and respect in line with TAA values; Demonstrate respect for others by giving them authentic positive attention, listening with positive attention, acknowledging them as fellow human beings, and providing appropriate recognition.

Empathy (sensitive / empathetic): Having the ability to sense others' feelings and how they see things. The ability to take an active interest in their concerns and picking up on cues to what is being felt and thought. Listen attentively to understand the other person's point of view, and

what they are experiencing.

End User Focus: Focusing efforts on discovering the needs of customers/clients and working to achieve customer satisfaction. Understanding the critical importance of delivering to the end user and the importance of service values and the link between job objectives/tasks and the customer.

Interpersonal / Engaging: The demonstrated skill to understand, interpret, respond to and predict individuals' concerns, motives, feelings and behaviours and to recognise strengths and limitations in others in the effort to get tasks done.

Flexible and Adaptable in dealing with others: The ability and willingness to modify own behaviour to reach a goal.

Deal with difficult situations (Calm under pressure): The ability to work well under pressure and diffuse tense situations and work towards a sound resolution.; The strength to remain calm in difficult situations and support others in working through challenges.

Problem Solving: The talent to ask the right questions and understand what a problem is and what needs to be done about it to rectify the problem. The maturity to take personal accountability in following through to ensure the problem is solved.

Works Independently / Unsupervised: The responsibility to set and complete tasks, personal development and seek support if necessary. The autonomy to monitor own progress and outcomes.

Strong verbal communication: The expertise to communicate clearly, effectively, professionally and appropriately to all stakeholder and actively listen and encourage others to do the same.

Willingness to learn: The willingness and ability to continually learn and update one's knowledge in an environment that is busy yet process driven and structured. Motivation to seek information and to apply this knowledge on the job. The desire to share knowledge and learnings appropriately.

Teamwork: An intention to work co-operatively with others, to be part of a team, as opposed to working separately or competitively. Understands how own work impacts on others in the

organisation and ensures quality standards are met and delivered consistently.

What do we stand for?

Respect for the individual is at the heart of what we do

We empower people by providing choice, independence and freedom to travel

We enhance people's capacity to be their best and live life to the fullest.

We are nimble and responsive to changing needs.

We are compassionate to the challenges faced by others.

Acknowledgement and Sign-Off Form

We have reviewed this Position Description and are satisfied that it accurately describes the requirements of the position.

Operations Manager: Maria Groner

CEO: Elias Lebbos

Signature: _____

Signature: _____

I have read this document and agree to undertake the duties and responsibilities as listed above to the best of my abilities and skills. I also acknowledge this profile is only an indicative indication of task and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.

INCUMBENT SIGNATURE:

Name: _____