

# COMMUNITY TRANSPORT SERVICES TASMANIA

## POSITION DESCRIPTION

### People & Capability Coordinator

#### Overview

<b>Business Area</b>	People & Workplace Relations
<b>Team</b>	People & Capability
<b>Position Classification</b>	Social, Community, Home Care and Disability Services Award, Social & Community Services Level 3
<b>Number of direct reports</b>	Nil
<b>Immediate Manager</b>	People & Capability Manager
<b>Manager-one-removed</b>	Chief Operating Officer

#### About CTST

At CTST, our commitment is to provide affordable services to support people to live well and connect with their community.

The needs and experience of each individual consumer is our primary focus when making decisions about their services and the safety and wellbeing of our people and our consumers is our priority. We are cooperative and collaborative because we believe that collective impact gets the best result and we show our respect for our consumers, our people, and our partners by striving for the highest professional standards in everything we do.

We are committed to being good corporate partners and show respect of our community and the environment.

#### Role purpose

The People & Capability Coordinator is responsible for the delivery of a broad range of human resources activities within the employment lifecycle including recruitment, orientation, learning, compliance and reporting of staff and volunteers.

Reporting to the People & Capability Manager, the People & Capability Coordinator plays a key role in providing both administrative and coordination support for human resources functions.



## Legislative Knowledge and Understanding

- Fair Work Act 2009
- Aged Care Act 2024
- Aged Care Quality and Safety Commission Act 2024
- Aged Care Quality Standards
- Privacy Act 1998
- Personal Information Protection Act 2004
- Anti-Discrimination Act 1998
- National Disability Insurance Scheme Act 2013 and National Disability Insurance Scheme Amendment 2024
- Workers Rehabilitation and Compensation Act Tasmania 1988
- Workplace Health and Safety Act Regulations 2011
- Poisons Regulations 2018
- Relevant Industrial Awards and Agreements
- Public Transport Operator Accreditation Regulations

## Role Accountabilities

### Leadership

- Promote values that reflect the spirit and purpose of CTST
- Lead by example to maintain a supportive organisational culture
- Foster a strong consumer-centric service culture
- Uphold and support equity and diversity principles through all areas of the organisation
- Demonstrate emotional maturity, cultural awareness and flexibility in all dealings

### Technical

- Assist with employee recruitment including shortlisting candidates with the recruiting manager, conducting phone screenings, and coordinating interviews and notifying unsuccessful candidates not progressed to the interview stage
- Undertake volunteer recruitment including responding to volunteer enquiries, undertaking screening calls, conducting reference checks, and completing volunteer engagement documents
- Monitor the onboarding workflow for new volunteers/employees and complete onboarding tasks ensuring onboarding is completed for each new starter
- Monitor and coordinate activities to ensure that all new and current volunteers/employees possess all relevant compliance requirements (including current police checks, working with vulnerable people clearances, statutory declaration and applicable driver's licences)
- Monitor and maintain records of compliance and ensure that the volunteers/employees are notified appropriately in advance of the requirement to renew their police check, working with vulnerable people clearance or driver's licence as appropriate
- Manage the activation and deactivation process liaising with the Logistics team to monitor the safe return to work from injury or illness
- Liaise directly with volunteers/employees and their supervisors to follow up on instances where action has not been taken to complete onboarding, compliance and/or training
- Monitor and action any items received in the shared P&C mailbox
- Monitor course completions and recompletions in the People & Volunteer Hub and follow up with volunteers/employees and their supervisors for completion
- Assist with the scheduling of face-to-face training including first aid training and update training records in the People & Volunteer Hub accordingly
- Participate and contribute to the development of policies and procedures
- Maintain a sound knowledge of current legislation, policies, guidelines and requirements
- Ensure that all documentation is filed and stored to meet compliance obligations
- Draft correspondence and compile reports as required by the People & Capability Manager
- Any other duties as required and within the general scope of responsibilities of this position



## Role Accountabilities continued....

### Health, Safety & Wellbeing

- Actively promote and adhere to CTST's health, safety and wellbeing procedures
- Contribute to a safe workplace through a demonstrated commitment to safety improvements
- Report all safety risks, incidents and hazards in a timely manner
- Actively promote a positive approach in the workplace to enhance health and wellbeing

### Financial

- Ensure company all organisation assets are treated with care and utilised as intended purpose
- Manage and monitor respective financial targets as applicable to the position

### Compliance

- Maintain an up-to-date knowledge of legislative and regulatory compliance to ensure that requirements are met
- Ensure CTST's ongoing compliance with Aged Care Quality & Safety Commission, NDIS Practice Standards, Passenger Transport Accreditation and other essential quality standards
- Ensure that the highest standards of privacy and confidentiality are maintained at all times

## Attributes that will help you succeed

### ESSENTIAL

#### Technical Qualifications

- Certificate IV in relevant discipline or relevant experience/on-the-job training commensurate with the requirements of this position

#### Knowledge, Skills and Experience

- Strong interpersonal, customer relations, and written and verbal communication skills with the ability to liaise effectively with people at all levels
- Demonstrated organisational and time management skills with the ability to cope with multiple tasks and rapidly changing priorities
- Promotes a collaborative and innovative approach to problem solving with the ability to arrive at evidence-based decisions that consider the facts, options, benefits, constraints, and risks
- Proven ability to act in a professional and ethical manner with a commitment to the protection of private and confidential information
- Well-developed understanding of continuous improvement, consumer safety and risk management principles
- Demonstrated ability to use initiative and work independently as well as collaboratively as part of a team
- Strong attention to detail
- Highly developed computer skills including proficiency in Microsoft Office applications and web based systems and databases

### DESIRABLE

- Experience in a similar position within the transport industry and/or Aged Care / not-for-profit environment

#### Licences/Other Requirements

- Provision of a National Police certificate that meets the suitability requirements for unsupervised work in accordance with the Aged Care Act/ NDIS Act
- Must hold a current driver's licence
- Must hold a current registration to work with vulnerable people



- o Must be an Australian Resident or hold an Australian Working VISA

