



## Position Details

<b>Position title:</b>	<b>Community Connection Officer</b>
<b>Award Classification:</b>	Band 4
<b>Department:</b>	Community Services
<b>Division:</b>	Community Wellbeing and Inclusion
<b>Date Approved:</b>	November 2024
<b>Approved By:</b>	Manager Community Services

### Organisational Relationships:

<b>Reports To:</b>	Team Leader Community Connection
<b>Supervises:</b>	N/A
<b>Internal Stakeholders:</b>	Council Employees and Managers, Executive Team, and Councillors
<b>External Stakeholders:</b>	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants, and Contractors.

## Position Objectives

- Provide a person-centred service to community members who use the community bus service, supporting community to connect with activities and services which improve their health and wellbeing outcomes, including facilitating clients to access the community connector lead position.
- Delivery of community transport services which meet the specific individual needs of clients, utilising fleet cars when necessary, and through providing linking support to clients to access other activities and programs within the municipality.
- Drive the City of Port Phillip (COPP) community bus along a prearranged route to enable residents to participate in social and recreational activities which promote connection within and independence.



- Act as a conduit for older people and people with disability who utilise the bus service to access the community connector lead position enabling clients to be linked into other complimentary supports or other activities.

### Key Responsibilities and Duties

- Drive the minibus on a prearranged route, including driving the hop on hop off bus service for residents.
- Utilise fleet cars in the delivery when delivering individual transport services to residents.
- Support residents to access the community connector and the associated activities and programs on offer within the municipality, through referring clients to the community connector lead.
- Complete the Required Community Transport paperwork as required by the City of Port Phillip and Safe Transport Victoria including Vehicle Report Forms, Defect Report Forms.
- Document and report consumer feedback about the service.
- Maintain the bus in a clean condition to ensure passenger comfort and safety.
- Ensure the community bus service operates as close as possible to the daily planned time schedule safety.
- Assist passengers to board and exit the bus, fit and wear seatbelts, and assist with loading and loading shopping, and mobility aids.

### Accountability and Extent of Authority

- Works within the guidelines and established practices and procedures provided by and under the supervision of the Team Leader Community Connection.
- Meet regularly with supervisor and attend team and operational meetings.
- Responsible for providing a safe experience for community bus users and working within Community Transport Driver Safety Responsibilities framework.
- Responsible for the quality and timeliness of the community bus service, including linking clients into the community connector role.

### Judgement and Decision Making

- Ability to make appropriate decisions within situational context.
- Report any concerns regarding the wellbeing of clients to the Team Leader Community Connection.
- Ability to problem solve and to recognise when to seek further advice.
- Understand and abide by the three categories of reporting of reportable bus incidents introduced in the Bus Safety Regulations 2020 (Vic).
- Consistently demonstrate the core values of the City of Port Phillip.



## Specialist Skills and Knowledge

- Experienced in driving a commuter/ passenger vehicle,
- Skills in route planning and navigating local area issues in a flexible way.
- Ability to provide excellent customer service, be flexible and responsive to people's needs, with knowledge of the referral pathways to access the community connector function to facilitate access to complimentary service offerings.
- Familiar with Bus Safety Regulations 2020 and Bus Safety Amendment Regulations 2022.
- Strong communication skills and an ability to communicate with a CoPP vibrant and diverse community.

## Management Skills

- Ability to manage own time, plan and organise own work.
- Ability to work effectively under pressure and with challenging behaviours.
- Provide professional verbal communication skills to liaises with and gain co-operation from clients, members of the public to abide by Council values and behaviours and safety requirements while using the community bus service.

## Qualifications and Experience

- Experience driving a minibus/commuter bus.
- Experience providing passenger services to older people and people living with a disability.
- Experience in supporting older people to stay connected to the community and to each other.
- Significant Customer Service Experience.

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## Mandatory Requirements

- Victorian Driver Licence and VicRoads Licence verification.
- Driver Accreditation Certificate with Commercial Passenger Vehicles Victoria (CPVV).
- Pre-employment medical check.
- Working with Children Check
- First Aid Certificate including CPR current within the last 12 months.

## Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding, and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.



## Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

## Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

## Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check
- And be required to undertake a pre-employment medical check (at the cost of the council)

## Key Selection Criteria

- Demonstrated experience driving a minibus/ commuter bus.
- Previous experience in transporting and assisting passengers, in particular older people, and people with a disability.
- Demonstrate experience in communicating effectively with people of all ages and from a wide range of social, cultural, economic backgrounds and experiences.
- Demonstrate safety focus and knowledge of bus safety requirements.



*City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.*