



INCUMBENT NAME

POSITION DESCRIPTION

Department:	Community Development
Unit:	Community Services
Section:	Community Care Services
Reports To:	Manager, Community Services The Position is also expected to work in collaboration with other staff across the organisation.
Direct Reports:	Nil
Classification:	South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement General Officer, Level 3
Special Conditions:	This is a fixed term Contract for 12 months commencing 1 July 2026 – 30 June 2027. Some out of hours work may be required.

PURPOSE

The Community Wellbeing & Transport Officer position primarily supports residents of the City of Norwood Payneham & St Peters who are eligible for the Commonwealth Home Support Programme (CHSP), including individuals aged 65 years and over. The role is responsible for coordinating the Community Bus Service and a range of social programs, including Lunch at the Pub, Excursions, and Strength and Balance activities.

As the Community Bus Service is supported by a team of volunteers, including Community Bus Drivers and Helpers, this position also plays a vital role in coordinating volunteers' day-to-day activities and providing ongoing support to ensure effective service delivery.

KEY RESPONSIBILITIES

- Respond to enquiries in relation to Council's home support services including:
 - providing information to Citizens on Council services;
 - assisting older citizens to connect to My Aged Care; and
 - effectively resolving complaints.
- Undertake Service Assessments of eligible residents for the Community Bus service and Social programs .
- Complete service reviews of residents in receipt of services.
- Develop Service Agreements and update Service Plans (as required) for residents, based on individual needs.
- Plan rosters for Volunteers Bus Drivers and Helpers.
- Prepare passenger lists and plan routes.
- Organise driver assessments and medicals.
- Research, plan and co-ordinate the Council's Excursions program and Lunch At the Pub .
- Take bookings and payments from participants for the Excursions Program.
- Supervise excursions to ensure the safety of all participants
- Organise venue bookings and co-ordinate transport arrangements for Lunch at the Pub.
- Ensure the Community Buses undergo their regular maintenance schedules.
- Follow up on reported deterioration of consumers health conditions.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Current Drivers Licence (Class 1)
- Excellent Communication Skills
- Ability to plan and co-ordinate
- Demonstrated knowledge of customer service principles
- Computer literate and proficient in program such as Excel and Microsoft word
- Ability to conduct oneself in a professional manner at all times.

COMMUNITY WELLBEING & TRANSPORT OFFICER

POSITION DESCRIPTION

DESIRABLE CRITERIA

- At least 12 months experience working in aged care
- Experience in working with Volunteers
- Experience in co-ordinating Community Buses
- Knowledge of Accreditation requirements for Community Bus Drivers:
- Experience in co-ordinating social programs
- Committed to continuous improvement
- Ability to adapt to change
- Ability to drive large vehicle (i.e. a 12-seater minibus (automatic)
- Efficient management of time, tasks and priorities
- Ability to conduct meetings and group activities
- Ability to deal with conflict constructively
- Excellent interpersonal communication and liaison skills, including the ability to deal with diverse people.
- Ability to handle challenging situations and diverse customer behaviours with professionalism.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Department of Human Services Working with Aged Care People
- Department of Human Services Working with Children
- Current drivers licence
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Complete training & attainment of skills applicable to the Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Adhere to Council policies, procedures, guidelines and standards.
- Complete other duties as required.

WORK HEALTH & SAFETY (WHS) RESPONSIBILITIES

- All Workers
- Prioritise safety in the workplace.
 - Take reasonable care of your own health and safety, as well as others', in line with Section 28 of the Work Health & Safety Act 2012.
 - Comply with legislation, policies, procedures and participate in WHS training.
 - Proactively identify and report hazards, incidents, injuries and property damage, using appropriate reporting systems.
 - Use tools and equipment correctly to protect the health and safety of yourself and others.
 - Ensure you are medically and physically fit to undertake the requirements of your position.
 - Follow reasonable safety instructions.
 - Not attend work while under the influence of alcohol, drugs or any substance that may impair your ability to work safely.

**COMMUNITY WELLBEING & TRANSPORT OFFICER
POSITION DESCRIPTION**

WHO WE ARE



AGREEMENT

By accepting this position, you acknowledge and agree to the following:

- I have read and understood the requirements and expectations of this position description and I confirm that I have the ability to fulfil the inherent position requirements;
- I accept that this position description is descriptive of the type of duties that I will undertake during my employment and is not intended to be all-inclusive;
- I accept that the organisation may require me to carry out any duties that are within the level of skills and competence expected of my classification level;
- I understand that the City of Norwood Payneham & St Peters may amend the position responsibilities to meet business and operational requirements as positions develop over time; and
- I accept my role in fulfilling the Council's Values and Strategic Goals.

APPROVED BY:

READ & AGREED TO BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

INCUMBENT NAME

Date _____

Date _____

**COMMUNITY WELLBEING & TRANSPORT OFFICER
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