

Position Description

Transport & Administration Officer

Who we are: We are Tasmania's leading cancer charity working to reduce the incidence and impact of cancer on all Tasmanians. Through advocacy and research, supportive care programs and services, and the delivery of prevention education resources and programs, we are here for all Tasmanians regardless of location and the type of cancer diagnosis.

Our Vision: A cancer-free future

Our Values: Generosity, Integrity, Collaboration, Courage, Innovation

Hours of Work	Part Time (0.8 FTE). Flexible work arrangements are available.
Salary and Conditions:	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010 Level 4 (salary packaging is available).
Location:	The role is located at the Cancer Council Tasmania offices at 45 Best Street, Devonport, Tasmania.
Position Summary:	This role provides an integral service, supporting Tasmanians requiring transport assistance to access their cancer related appointments and treatment. It is responsible for organising transport to treatment (t2t) for clients, including coordinating volunteer drivers, vehicles and treatment schedules to deliver an efficient and reliable service. The role also provides administrative support and office management to the Devonport office and is an initial point of visitor contact, providing a calm and supportive front-of house presence for those Tasmanians impacted by cancer.
Reporting:	This role reports to the Transport Coordinator.
Qualifications and Skills:	<ul style="list-style-type: none"> • Proven high level customer service skills, including the ability to communicate with a diverse audience, both internal and external to Cancer Council Tasmania. • High level administrative skills sufficient to perform at this level, with relevant experience and expertise. • Demonstrated experience and working knowledge in the use of Microsoft Office applications. • Excellent communication skills and inherent aptitude to being a supportive front-of-house presence. • Well developed time management capabilities, with the ability to work flexibly and adaptively to changing schedules and commitments. • Ability to problem solve and deliver high quality outcomes.

Personal Attributes:	This role requires a self-motivated person with exceptional time-management skills and a keen attention to detail. The incumbent has the ability to liaise with state-wide stakeholders and demonstrates the ability to work both independently and collaboratively within a broader team.
Organisational Responsibilities:	<ul style="list-style-type: none"> • The rostering and coordination of volunteer drivers, patients and vehicles to optimise service delivery, utilising and serving as a primary user of the Trips Transport software solution. • The implementation of all CCT policies and procedures ensuring t2t functions as a supportive and efficient program and service to CCT clients. • Under general direction, oversee the recruitment, orientation and training of volunteer t2t drivers as and when required. • Provide accurate and professional communication with state-wide referrers including treatment centres to achieve positive client / patient outcomes and mutually acceptable appointment scheduling. • Provide support for the servicing and maintenance of Cancer Council Tasmania vehicles. • Undertake continual evaluation of t2t processes to ensure efficient and effective delivery of the service. • Provide office management and administrative support to the North West Office. • Provide a welcoming environment for cancer patients accessing CCT services. • Undertake other duties as directed, to support the organisation and contribute to a positive and productive workplace.
Selection Criteria:	<ul style="list-style-type: none"> • High level administration skills. • Excellent written and oral communication. • As part of a small team, work flexibly and effectively under pressure with demonstrated time managements skills. • Demonstrated customer service experience. • High level analytical and evaluation skills. • Excellent MS Office skills.
Essential Requirements:	<ul style="list-style-type: none"> • Satisfactory National Police Check, or the ability to get one. • Working with Vulnerable People card. • Current Australian Driver's License. • Ability to occasionally work out of hours work and / or to undertake occasional intrastate travel.

Competency Framework – Transport & Administration Officer			
Personal Attributes		Relationships	
Adapt and Respond to Change		Communicate Effectively	4
Display Resilience	3	Commitment to Customer Service	3
Act with Integrity	4	Influence and Negotiate	3
Manage Self	4	Work Collaboratively	4
Results		Business Support	
Deliver Results	3	Finance	1
Plan and Prioritise	3	Technology	2
Think and Solve Problems	2	Procurement and Contract Management	1
		Project Management	1
Demonstrate Accountability		4 – Highly Advanced 3 – Advanced 2 – Intermediate 1 - Foundational	
People Leadership and Management	2		
Lead, and Develop People	2		
Inspire Direction and Purpose	2		
Optimise Business Outcomes	2		
Manage Reform and Change	1		

It is agreed that these are the primary requirements for the position. However there is an expectation that this position may perform, or learn other duties, as required by Cancer Council Tasmania.

Where the requirements and tasks vary significantly, both parties agree to discuss these variations and draft a new Position Description which reflects agreed variations.

It is understood by both parties that this position description forms an integral part of the feedback process between the employee and their manager therefore the entire document will be considered during any performance assessment.

Employee Signature _____ Date _____

Employer Signature _____ Date _____