



Driver Suitability Coordinator

Branch:	Driver Suitability Services
Directorate:	Driver and Vehicle Services
Position Number:	00025590
Classification:	Level 4
Physical Location:	Tassels Place, Innaloo
Award/Agreement:	Public Service Award & Public Service and Government Officers General Agreement

Department of Transport is a progressive organisation with the vision to be recognised as a leader in providing world-class transport services and solutions. The Department's main focus is to provide a safe, accessible, sustainable and efficient transport services and systems that promote economic prosperity and enhance the lifestyles of all West Australians.

The Department forms part of the Transport portfolio, also comprising of Main Roads WA and the Public Transport Authority.

Our Values:

We welcome [*Fresh Thinking*](#) and finding better ways of working

We set [*Clear Direction*](#) and have the courage to follow through

We work together to deliver [*Excellent Service*](#)

We make things happen through our [*Great People*](#)

Department of Transport (DoT) is an equal opportunity employer and embraces diversity as we believe the best services come from a workplace in which varied viewpoints are welcomed and encouraged.

Overview of Directorate

Driver and Vehicle Services (DVS) is responsible for administering all aspects of driver and vehicle licensing in accordance with Western Australia's 'road law' as defined in the *Road Traffic (Administration) Act 2008* and subsidiary Regulations.

DVS has one of the greatest number of interactions with the public of any State Government Agency. Managing licensing functions for over 1.8 million WA registered drivers and 2.8 million WA registered vehicles. To ensure the safety of the users and vehicles on WA's expansive road network, DVS works in partnership with other agencies to ensure that mobility on WA roads is efficient and free flowing. DVS is represented on State and National transport committees and councils to ensure that Western Australian transport policy objectives and road safety programs are facilitated and achieved utilising an effective, collaborative and consultative approach.

The DVS mission is Safe Drivers, Safe Vehicles, Secure Identities, and Quality Service.



Overall Purpose of the Role

The position coordinates, administers and facilitates the day to day operations of the Alcohol Interlock Scheme (AIS) and provides support and assists with other driver suitability operational matters. Exercises delegations in relation to driver licensing activities in particular those associated with the AIS, Develops, fosters and sustains positive and collaborative communication and working relationships with DVS service providers and other internal and external stakeholders.

Work Description

ROLE SPECIFIC

- Coordinates, administers and facilitates the day to day operations of the Alcohol Interlock Scheme (AIS) and provides support and assists with other driver suitability operational matters.
- Provides high level advice and collaborates with relevant internal and external stakeholders and clients to ensure agreed driver suitability outcomes are delivered in an efficient, timely and cohesive manner.
- Assists and supports the Manager to implement, monitor and report on achievements in relation to standards for legislative compliance, customer service and the timeliness of information provided.
- Exercises delegations in relation to driver licensing activities.
- Is the subject matter expert in relation to the AIS and provides advice and assists with the development and maintenance of written procedures, ongoing education and training requirements.
- Provides advice and assists with the development, formulation and implementation of policies, strategies and procedures ensuring consistency with legislation and modern business practices.
- Undertakes research and prepares and drafts responses to Ministerial correspondence, Ombudsman and client enquiries.
- Undertakes quantitative analysis of performance and produces management reports to include comparative analysis and trend identification on a periodic and as requested basis.
- Ensures governance and best practice policies and frameworks are applied.
- Responds to administrative management issues particularly associated with the operational requirements of the AIS.
- Liaises and consults with internal and external stakeholders to ensure the AIS is managed and supported effectively.
- Develops, fosters and sustains positive and collaborative working and communication relationships with DVS Service Providers and other internal and external stakeholders.
- Able to interrogate a number of different databases and collate information from a range of sources including using a variety of software packages.
- Represents DVS and the Department on working parties, committees, meetings and other forums.
- Undertakes other duties as required.



Work related requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

Criteria

ESSENTIAL:

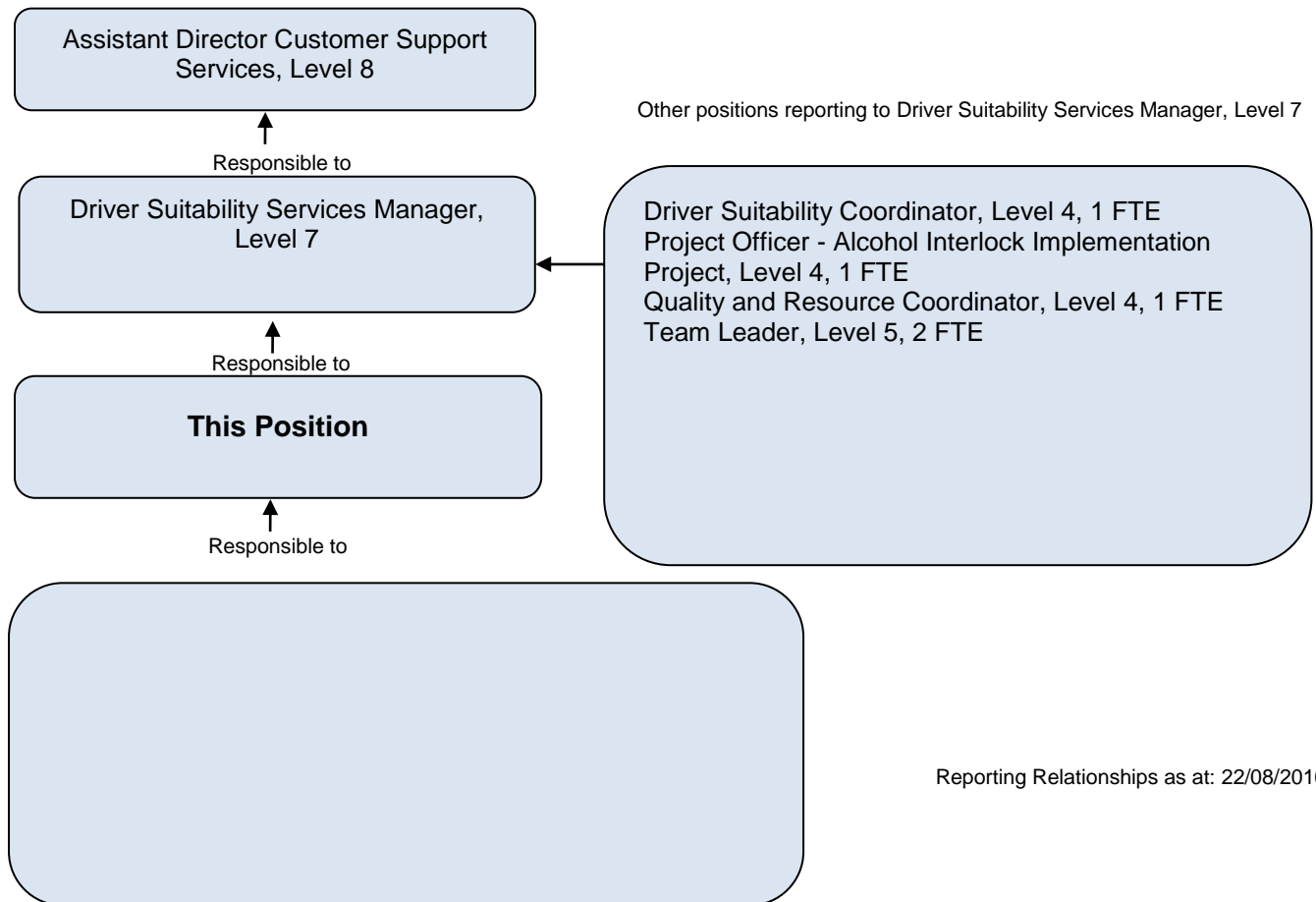
1. Relevant knowledge and experience in applying legislation, policies, processes and procedures.
2. Well-developed verbal and interpersonal communication skills, together with the ability to work collaboratively with others to achieve required outcomes.
3. High level written communication skills in order to produce a range of documentation including drafting responses to Ministerial and Ombudsman enquiries.
4. Well-developed conceptual, analytical and research skills, including the ability to make decisions and resolve a variety of problems.
5. Demonstrated ability to plan, prioritise and organise workloads to ensure team goals, objectives and timeframes are met.
6. Demonstrated ability to effectively use multiple complex databases and software packages to extract, modify and input data.

DESIRABLE:

Nil



Reporting Relationships



Allowances/Special Conditions

A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

**Executive Director
People and Organisational Development**