



Driver Assessor

Branch: Busselton Office
Directorate: Regional Services
Position Number: 00026642
Classification: Level 3
Physical Location: Busselton (Unit 1, Cook Street)
Award/Agreement: Public Service Award & Public Sector CSA Agreement 2024

Our purpose: Empowering a thriving community

The Department of Transport and Major Infrastructure (DTMI) together with Main Roads WA and the Public Transport Authority forms the Transport Portfolio. DTMI seeks to connect people and places to keep Western Australia moving towards a safer, healthier, and more sustainable future.

Join us and work in a role where you can bring your best self to work and leave work having been seen and heard, and able to contribute meaningfully to the communities throughout Western Australia. DTMI promotes a diverse workforce and embraces a high standard of equal opportunity, health and safety, and ethical practice. DTMI is a values-based organisation committed to empowering a thriving community.



COLLABORATION

Working **together**, we get things done.



WELLBEING

Looking after **ourselves** and supporting **others**.



ADAPTABILITY

Always open to **possibilities**.



ACCOUNTABILITY

Taking ownership, we **deliver**.

Overview of the directorate

The Regional Services Business Unit are the trusted voice of the Department of Transport in the regions. We have great people that are knowledgeable, trusted and multi-skilled, they are problem solvers with a can-do attitude. We are all part of a team that works together across regional WA and are ready to pitch in to help each other out. We are flexible and adaptable; we use technology and local knowledge to provide services that are suited to each unique community and work closely with other members of the Transport Portfolio to deliver quality services and outcomes to regional customers. Our teams are connected to the community which they are a part of, we value our customers and go above and beyond to assist them, providing excellent customer service across regional WA.

Overall purpose of the role

The Driver Assessor provides a service to a diverse community by conducting driver assessments and undertaking customer service and administrative duties. The Driver Assessor will be required to work autonomously at times.

Work description

PRACTICAL DRIVER ASSESSMENTS

- Conduct Practical Driver Assessments according to licence class held, as allocated by the booking system or on direction from the line manager (or delegate), ensuring that all elements of the assessment are completed, where possible, and assess the candidate's ability to meet the required standards of competency.
- Where authorised and as directed by the line manager (or delegate), conduct Driver Instructor Practical Driver Assessments according to licence class held.
- Verifies candidate identity and ensures that the candidate's vehicle is appropriate to the class or type of licence assessment and the vehicle complies with required safety standards.
- Ensures that assessment documentation is fully completed and is of a standard and in sufficient detail to provide meaningful information to the candidate and any external review.
- Ensures any adverse incidents are noted and reported and, where appropriate with line manager approval, liaise with internal and external government authorities.
- Where authorised and as directed by the line manager (or delegate), develops and designs a variety of routes to enable Practical Driver Assessments to be conducted safely for varying conditions and licence classes and in accordance with the general principles of the Route Design Manual.
- Inputs, extracts and modifies data on departmental systems in accordance with accepted business processes and confidentiality requirements.
- Undertakes point of service problem solving, deals with contentious issues and applies available discretion in decision making.
- Exercises judgment in assessing risk to the candidate, assessor and public during the course of the Practical Driver Assessment and takes appropriate action as required.
- Notifies the line manager where any potential conflict of interest exists.
- Identifies issues common to one or more driving instructors/training providers and advises the line manager (or delegate).
- Identify and minimise barriers that may impact an applicant's ability to participate in the assessment process, while maintaining safety and regulatory requirements.
- Use clear, respectful and accessible communication tailored to diverse applicant needs, including people from culturally and linguistically diverse backgrounds.

STAKEHOLDER LIAISON

- Provides comprehensive feedback to candidates, driving instructors and other stakeholders on the outcome of Practical Driver Assessments.
- Liaise with internal and external stakeholders as required, on driver assessment matters, driver licensing policies, procedures and governing legislation and provide information and advice where necessary.

ADMINISTRATIVE

- Provides written reports, as required.

CUSTOMER SERVICE

- Where applicable, provide customer service support, including undertaking concierge duties, delivering general information and triaging customers according to their requirements.
- Conducts assessments in a transparent, culturally safe and equitable manner, with awareness of diverse community needs including disability, age, cultural background, and literacy levels, making required reasonable adjustments to provide a consistent standard for all applicants.

OTHER

- Contribute positively within a team environment and demonstrates behaviour that enables the achievement of departmental and team goals, in addition to embracing the Department's values, and working towards the Department vision.
- Perform other duties as directed.

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:

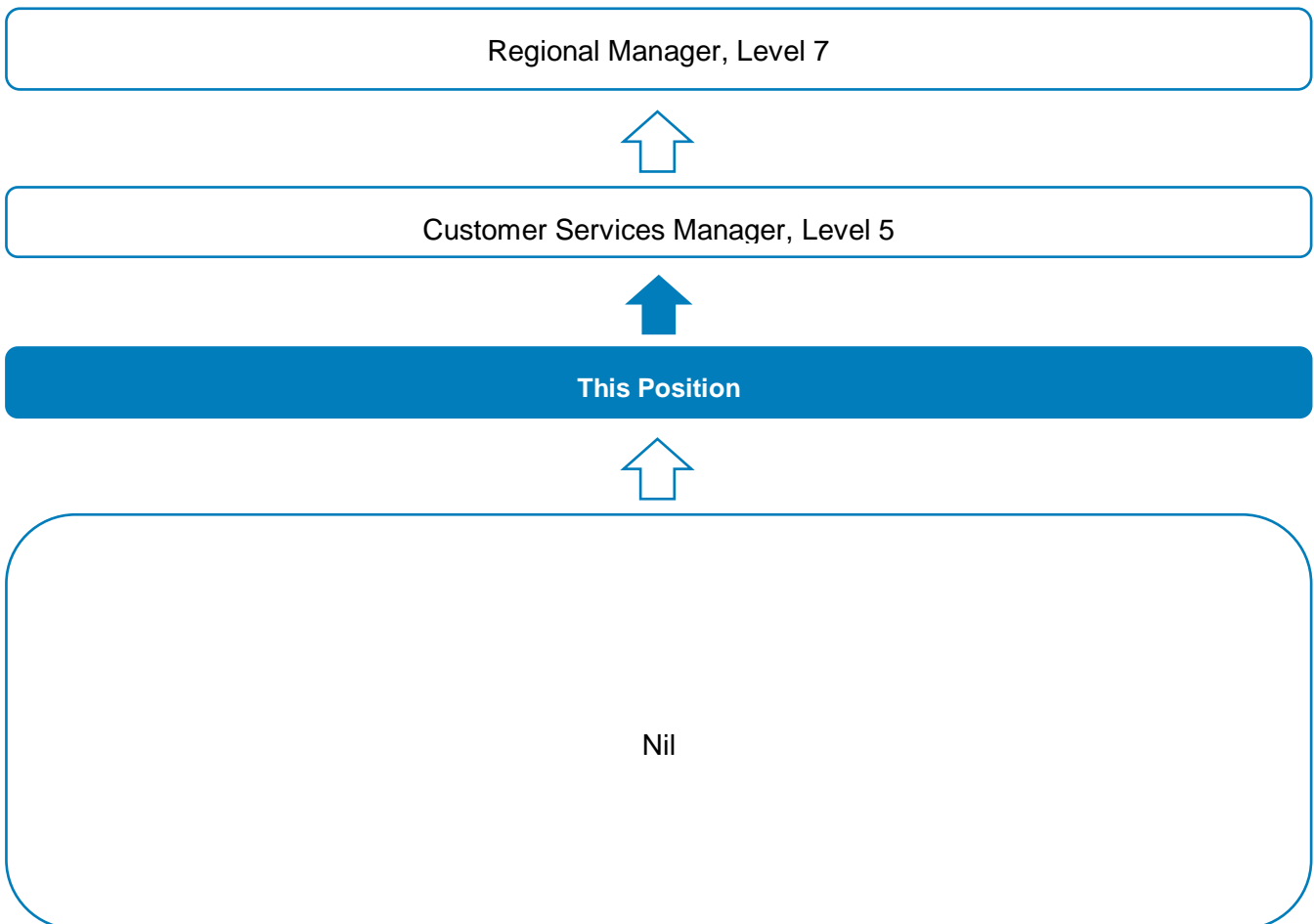
Essential:

1. Demonstrated experience working in a high-volume frontline customer service environment.
2. The ability to operate in a productive and adaptable manner in a changing environment.
3. Ability to communicate clearly and with confidence with individuals from diverse backgrounds.
4. Ability to understand and apply information from reference materials, and relevant acts, regulations, policies and systems.
5. Current and valid Driver's License class C.
6. Where necessary and dependent on operational requirements – Additional licenses classes may be required to be obtained – refer to 'Allowances/Special Conditions'.

Desirable:

1. Current and valid Driver's License classes HR and/or R.

Reporting relationships



Allowances/Special conditions

1. Driver Assessor specific training will be provided upon commencement. It is required to be deemed competent in this training, as a condition of ongoing employment.
2. The license class required of an employee is determined by operational requirements and the location. If additional license classes are required to be held by the employee, DTMI will provide training. The employee will be given one year to obtain the required class/es that may include HR, HC, MC and R.
3. Uniform and protective clothing provided, to be worn whilst on duty.
4. A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position and the employer to be advised of any convictions (civil or criminal) or traffic related incurred during employment.
5. Maintain a current/valid West Australian Driver's License and advise employer of any matter that may or does affect the validity of the license.
6. Valid First Aid certificate (*Provide First Aid or equivalent*).
7. May be required to travel to other locations, including regional areas to provide services and support as required.

Certification

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

Chief People Officer
People and Culture