

COMMUNITY TRANSPORT SERVICES TASMANIA POSITION DESCRIPTION

Home Maintenance Field Worker

Overview

Business Area	Operations
Team	Home Services – Home Maintenance
Position Classification	Social, Community, Home Care and Disability Services Award: <ul style="list-style-type: none">• Home Care – Aged Care Level 2• Home Care – Disability Level 2
Number of direct reports	Nil
Immediate Manager	Operations Manager – Home Services
Manager-one-removed	Chief Operating Officer

About CTST

At CTST, our commitment is to provide affordable services to support people to live well and connect with their community.

The needs and experience of each individual consumer is our primary focus when making decisions about their services and the safety and wellbeing of our people and our consumers is our priority. We are cooperative and collaborative because we believe that collective impact gets the best result and we show our respect for our consumers, our people, and our partners by striving for the highest professional standards in everything we do.

We are committed to being good corporate partners and show respect of our community and the environment.

Role purpose

The Home Maintenance Field Worker provides home maintenance services to our consumers / participants to maintain a clean, comfortable and safe living environment that enables them to continue living independently. This position involves maintaining external spaces of consumer / participants homes in line with their needs and in accordance with CTST's standards while ensuring the person feels safe, respected and supported.

When required, this position will undertake one-off internal maintenance job as directed.



Legislative Knowledge and Understanding

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| <ul style="list-style-type: none">○ Fair Work Act 2009○ Aged Care Act 2024○ Aged Care Quality and Safety Commission Act 2024○ Aged Care Quality Standards○ Privacy Act 1998○ Personal Information Protection Act 2004○ Anti-Discrimination Act 1998○ National Disability Insurance Scheme Act 2013 and National Disability Insurance Scheme Amendment 2024 | <ul style="list-style-type: none">○ Workers Rehabilitation and Compensation Act Tasmania 1988○ Workplace Health and Safety Act Regulations 2011○ Poisons Regulations 2018○ Relevant Industrial Awards and Agreements○ Public Transport Operator Accreditation Regulations |
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Role Accountabilities

Leadership

- Promote values that reflect the spirit and purpose of CTST
- Lead by example to maintain a supportive organisational culture
- Foster a strong consumer-centric service culture
- Uphold and support equity and diversity principles through all areas of the organisation
- Demonstrate emotional maturity, cultural awareness, and flexibility in all dealings

Technical

- Maintain professional and appropriate relationship with consumers, employees and the general public at all times ensuring the confidentiality of organisational, staff and consumer information
- Assist with the coordination and direction of home maintenance volunteers including the daily briefing and ensuring their understanding of safe work procedures for home maintenance equipment and activities
- Provide home maintenance services to consumers as directed on the job sheet and assessment form
- Complete visual onsite work, health and safety assessments on the worksite prior to undertaking work and notify the Home Maintenance Coordinator of any potential risks or hazards prior to commencing work
- Use home maintenance equipment as directed in a safe manner and ensuring resources are utilised in the most effective manner
- Deliver home maintenance services within allocated timeframes according to the roster and liaise with the Home Maintenance Coordinator for scheduling changes, cancellations or disruptions
- Assist with the maintenance of home maintenance resources and that vehicles are kept in a clean and presentable manner including washing and cleaning inside and out of vehicles as directed
- Ensure accurate completion of all required paperwork in relation to daily and weekly tasks including safety checklist and receipts to clients
- Follow established procedures for reporting feedback (compliments and complaints)
- Maintain CTST equipment in clean and presentable manner
- Attend all toolbox meetings and in service training in order to gain and/or maintain skills
- Any other duties as required and within the general scope of responsibilities of this position

Health, Safety & Wellbeing

- Actively promote and adhere to CTST's health, safety and wellbeing procedures
- Contribute to a safe workplace through a demonstrated commitment to safety improvements
- Report all safety risks, incidents and hazards in a timely manner



- Actively promote a positive approach in the workplace to enhance health and wellbeing

Role Accountabilities continued....

Financial

- Ensure company all organisation assets are treated with care and utilised for the intended purpose

Compliance

- Maintain an up-to-date knowledge of legislative and regulatory compliance to ensure that requirements are met
- Ensure CTST's ongoing compliance with Aged Care Quality & Safety Commission, NDIS Practice Standards, Passenger Transport Accreditation and other essential quality standards
- Ensure that the highest standards of privacy and confidentiality are maintained at all times

Attributes that will help you succeed

ESSENTIAL

Technical Qualifications

- Certificate III in relevant qualification, or relevant experience/on-the-job training commensurate with the requirements of this position
- NDIS Worker Orientation Module

Knowledge, Skills and Experience

- Demonstrated experience in efficient operation of home and garden maintenance equipment and resources
- Good communication skills with the ability to manage consumer expectations
- Proactive, enthusiastic and the ability to adjust approach in line with changing priorities
- Ability to work autonomously or part of a team
- Self-motivated and able to work with minimal supervision
- Strong time management and the ability to prioritise
- Reliable and punctual with dedicated professionalism to job and duties

DESIRABLE

- Experience working with aged and disabled consumers and their carers
- Knowledge of Devonport, Kentish, Latrobe, and Central Coast municipalities

Licences/Other Requirements

- Must be an Australian Resident or hold an Australian Working VISA
- Provision of a National Police certificate that meets the suitability requirements for unsupervised work in accordance with the Aged Care Act/ NDIS Act
- Must hold a current driver's licence
- Must hold a current registration to work with vulnerable people
- Intrastate travel will be required

