

COMMUNITY TRANSPORT SERVICES TASMANIA POSITION DESCRIPTION

Quality, Safety & Risk Systems Manager

Overview

Business Area	Business Resilience & Quality
Team	Quality, Safety & Risk
Position Classification	Social, Community, Home Care and Disability Services Award, Social & Community Services Level 6
Number of direct reports	>2
Immediate Manager	Executive Manager Business Resilience & Quality
Manager-one-removed	Chief Executive 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 Quality, Safety & Risk Systems Manager is responsible for the effective day-to-day Management, implementation and execution of CTSTs integrated quality, safety, and risk management frameworks.

The role ensures that governance systems are effective, compliance obligations are met, risks are well managed, and that a culture of continuous improvement, safety and service excellence is embedded across the organisation.

The role is required to create a contemporary assurance-based approach to manage risk, quality and safety matters to support the achievement of strategic outcomes in a highly regulated environment.

Reporting to the Executive Manager Resilience & Quality, the incumbent will work collaboratively with key stakeholders internally and externally to ensure the provision of safe and quality services to consumers.



Legislative Knowledge and Understanding

- 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
- 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

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
- Lead and develop a high-performing quality, safety and risk team.
- Build strong relationships with internal stakeholders to support organisational capability.
- Influence and drive cultural change promoting safety, quality and risk awareness.

Technical

- Manage and execute CTST's Quality Management System (QMS) including policy frameworks, procedures, audit schedules and corrective action processes.
- Monitor and contribute to organisational performance against KPIs and quality benchmarks.
- Facilitate and execute continuous improvement initiatives and support teams to deliver service excellence. Lead structured problem-solving sessions with cross-functional teams, utilising tools such as RCA, and 5 Whys.
- Oversee and participate in internal audit programs including reporting, tracking actions and evaluating effectiveness.
- Instill a continuous improvement mindset in stakeholders and coach them on suitable tools and processes
- Quality, Safety & Risk Projects – Cross Functional Lead
- Working with multiple stakeholders on key initiatives to drive quality and compliance
- Planning processes to include short and long-range planning for compliance and operational efficiency
- Monitoring, reviewing, and evaluating quality systems to identify opportunities for innovation and continuous improvement. Report on KPIs.
- Oversee and execute the Incident Management program including Open Disclosure as appropriate
- Support the execution of the Operational Risk Program
- Chair the Quality, Safety And Risk Committee
- Effectively execute activities related to integrated quality and safety program to support the monitoring and management of identified and emerging risks and trends
- Provide direction, coaching, training, and support to key stakeholders in relation to all quality, safety and risk matters
- Provide support and advice as required during quality and safety investigations and respond to any service-related or compliance-related complaints received, including matters categorised under the Serious Incident Response Scheme (SIRS)



- Provide the organisation with advice and guidance on current best practice in safety and quality standards and systems
- Facilitate the continuous improvement process to improve service quality indicators, consumer outcomes and experience
- Proactively analyse data to identify any emerging risks/trends and coordinate corrective actions
- Prepare reports as required by the Executive Manager Resilience & Quality and the Board and Board Sub Committees with recommendations, where relevant.
- Any other duties as required and within the general scope of responsibilities of this position

Role Accountabilities continued....

Health, Safety & Wellbeing

- Actively promote and adhere to all CTST health, safety and wellbeing policies and 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
- Oversee and implement Work Health & Safety (WHS) systems, ensuring compliance with legislation and industry codes of practice.
- Lead incident management processes including reporting, investigation and root-cause analysis.
- Support development and delivery of safety training and staff capability programs.
- Monitor safety performance metrics and lead initiatives that promote a proactive safety culture.

Financial

- Monitor project budgets to achieve financial targets
- Ensure all company 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, and identify any emerging issues of significance to the organisation
- Lead accreditation and certification processes to ensure CTST's ongoing compliance with Aged Care Quality & Safety Commission, NDIS Practice Standards, Passenger Transport Accreditation Authority, and other essential quality standards
- Always ensure that the highest standards of privacy and confidentiality are maintained



ESSENTIAL

Technical Qualifications

- Tertiary qualifications in a relevant discipline or relevant experience/on-the-job training commensurate with the requirements of this position

Knowledge, Skills and Experience

- Demonstrated expertise in the Management of Quality Systems.
- Experienced people manager.
- Demonstrated expertise leading business improvement efforts and implementing business operating systems.
- Strong analytical skills, including the ability to assess performance data and identify areas for development.
- Experience in coordination and supervision of projects, associated resource planning, report preparation and budget control
- Effective in determining priorities and managing competing demands to achieve project outcomes
- High levels of communication and interpersonal skills and demonstrated experience in effectively conveying ideas and information to support project outcomes
- Strong influencing and collaboration and demonstrated capacity to support stakeholders at all levels
- Knowledge and understanding of relevant industry legislation, policies and systems, and the ability to apply them to the working environment
- An ability to develop high functioning teams
- Experience in quality, compliance management and auditing
- Experience and knowledge in Aged Care Quality Standards, and the NDIS Quality & Safeguarding Framework
- Demonstrated experience in policy development and leading quality improvement projects

DESIRABLE

- Previous management experience working in an Aged Care or NDIS environment would be advantageous but not essential
- Certification in Lean, Six Sigma, or similar methods is highly desirable.

Licences/Other Requirements

- 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
- Must be an Australian Resident or hold an Australian Working VISA
- Intrastate travel will be required

