

COMMUNITY TRANSPORT SERVICES TASMANIA

POSITION DESCRIPTION

Quality, Safety & Risk Coordinator

Overview

Business Area	Resilience & Quality
Team	Quality, Safety & Risk
Position Classification	Social, Community, Home Care and Disability Services Industry Award, Level 3
Number of direct reports	Nil
Immediate Manager	Quality, Safety and Risk Systems Manager
Manager-one-removed	Executive Manager Business Resilience & Quality

About CTST

At CTST, our vision and purpose are to provide affordable services to support people to live well and connect with their community, we want to ensure that everyone has access to community transport.

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 passengers 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.

Role purpose

The Quality, Safety & Risk Coordinator plays a key role in the supporting positive outcomes in feedback & complaints, compliance & audit, safety & risk, and continuous improvement.

Reporting to the Quality, Safety and Risk Systems Manager, this position will create positive relationships with all internal stakeholders, including: CTST Managers, Operational and Business Support teams and consumers, and will work collaboratively with external stakeholders.



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

- System owner and administrator of CTST's electronic Quality Management system
- Actively drive a positive quality and safety culture throughout the organisation with alignment to processes, policies, and legislation
- Effectively manage the feedback and complaints received from passengers, volunteers, employees, and liaise with relevant managers to close reported matters
- Maintain accurate data entry of all quality, safety, and risk information
- Gather information relating to incidents and events and support managers to investigate through to close
- Assist in the coordination of quality improvement initiatives to maintain positive consumer outcomes
- Support internal audits as required, providing information for reports against standards and compliance obligations
- Identify and report on trends and continuous improvement opportunities based on internal audit results
- Schedule and coordinate safety assessments and compliance training as required
- Participate in the QSR Committee, take minutes and distribute where necessary
- Conduct and document risk assessments as required
- Draft correspondence and compile reports within established timeframes as required
- Participate and contribute to the development of quality, safety and risk policies and procedures

Health, Safety & Wellbeing

- Actively promote and adhere to all CTST Health, Safety & Wellbeing (HSW) 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



Role Accountabilities continued....

Financial

- Ensure company all Company assets are treated with care and utilised as intended purpose
- Manage and monitor respective financial targets as applicable to the position

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
- Ensure CTST's ongoing compliance with Aged Care Quality & Safety Commission, NDIS Practice Standards, Passenger Transport Accreditation, and other essential quality standards
- Always ensure that the highest standards of privacy and confidentiality is maintained

Attributes that will help you succeed

ESSENTIAL

Technical Qualifications

- Certificate IV in relevant discipline or relevant experience/on-the-job training commensurate with the requirements of this position

Knowledge, Skills and Experience

- Strong interpersonal, customer relations, and written and verbal communication skills with the ability to liaise effectively with people at all levels
- Demonstrated organisational and time management skills with the ability to cope with multiple tasks and rapidly changing priorities
- Proactive problem solving skills with the ability to identify issues and work with others, where needed, to consider solutions prior to implementing
- Well-developed understanding of continuous improvement, consumer safety and risk management principles
- Promotes a collaborative and innovative approach to problem solving with the ability to arrive at evidence-based decisions that consider the facts, options, benefits, constraints, and risks
- Proven ability to act in a professional and ethical manner with a commitment to the protection of private and confidential information
- Demonstrated ability to use initiative and work independently as well as collaboratively as part of a team
- Demonstrated high level knowledge and skills in the use of Microsoft Office, web-based systems, and databases
- Strong attention to detail

DESIRABLE

- Experience in a similar position within the aged care sector or not-for-profit environment

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

