COMMUNITY TRANSPORT SERVICES TASMANIA

POSITION DESCRIPTION

Intake and Assessment ASR Officer

Overview

Business Area	Resilience & Quality
Department	Intake and Assessment
Position Classification	Social, Community, Home Care and Disability Services Industry Award, Level 1
Number of direct reports	Nil
Immediate Manager	Intake and Assessment Manager
Manager-one-removed	Executive Manager Resilience and 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 the community services we provide.

The needs and experience of each individual 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.

Role purpose

The Intake and Assessment ASR Officer works under the guidance and supervision of the Intake and Assessment Manager and is responsible for completing Annual Service Reviews (ASRs) for existing consumers receiving Community Transport services under the Commonwealth Home Support Programme (CHSP). The role follows established procedures, scripts and work instructions to ensure reviews are completed consistently, accurately and in a timely manner.

The primary focus of the position is to contact consumers by telephone, complete annual reviews, update consumer records and ensure required documentation is completed and recorded. The role contributes to maintaining accurate consumer information and supporting continued service delivery, in line with government funding requirements.

The position works collaboratively with the Intake and Assessment team and maintains positive, professional interactions with consumers and internal stakeholders. Matters outside established procedures, including any identified consumer safety or service suitability concerns, are escalated to the Intake and Assessment Manager or delegated officer in accordance with organisational processes.

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 and National Disability Insurance Scheme Amendment 2024
- Workers Rehabilitation and Compensation Act Tasmania 1988
- Work Health and Safety Act 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

Technical

- Provide professional and courteous customer service to consumers and internal stakeholders
- Contact consumers by telephone to complete Annual Service Reviews (ASRs) using approved scripts, procedures and work instructions.
- Confirm and update consumer information, including contact details, address information, emergency contacts and other required records
- Review and record consumer mobility requirements, transport needs, driveway suitability and relevant changes in circumstances that may affect service delivery.
- Explain and complete required documentation, including service agreements, Statements of Rights and other program-related records
- Accurately document completed reviews, attempted contacts and follow-up actions within organisational systems.
- Upload and maintain consumer records and supporting documentation in accordance with organisational requirements.
- Maintain review tracking systems and ensure data entry is accurate, complete and up to date.
- Identify and promptly escalate any concerns relating to consumer safety, wellbeing, eligibility or service suitability to the Intake and Assessment Manager or delegated officer.
- Utilise organisational systems including Microsoft Office applications, email, telephone systems and client management databases to support service delivery.
- Follow established procedures, policies and legislative requirements when undertaking all duties
- Manage allocated workload to achieve review ASR completion targets while maintaining accuracy, quality and a positive consumer experience.
- Undertake other duties within scope, skills and competence of the role as reasonably directed.

Health, Safety & Wellbeing

- 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

Financial

- Ensure company 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
- 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 II 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, written and verbal communication skills with the ability to liaise effectively with people at all levels.
- Well-developed ability to coordinate and organise workload effectively in an environment subject to change.
- Demonstrated high level knowledge and skills in the use of Microsoft Office, web-based systems, and databases.
- Demonstrated understanding of continuous improvement, client safety and risk management principles.
- Able to work efficiently and effectively as part of a team.

DESIRABLE

- Experience in a similar position within the transport/community services industry and/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
- Intrastate travel may be required