

QUALITY COORDINATOR

THE ORGANISATION

Community Transport Services Tasmania's (CTST) purpose is to provide affordable transport to support people to live well and connect with their community. We provide social and non-emergency medical transport to frail, aged and younger disabled people, enabling independence and quality of life. Within the flagship organisation, the social enterprise, Area Connect, provides flexible transportation to serve smaller and more remote communities in Tasmania where mainstream public transport is not readily available.

OUR VALUES

Collaboration | We do not operate in a vacuum; we value and nurture our inter-dependent working relationship with staff, Consumers, volunteers, funding bodies, partner organisations.

Respect | We respect our Consumers, workers, volunteers and partners for what they contribute to our operation and for their participation in the community.

Professionalism | We have high regard for professional standards and strive to ensure we uphold them through best practice, continuous improvement, consistency of service, confidentiality and efficiency.

Innovation | We continually seek to create new and better ways of delivering our service and achieving greater efficiency. We welcome ideas and suggestions, from internal or external sources, that could bring about improvement.

Commitment | We have a clear purpose and a detailed plan for achieving it and apply ourselves diligently and energetically to its realisation.

PRIMARY OBJECTIVES OF THE POSITION

The Quality Coordinator plays a key role in the achievement of our purpose, vision, and objectives – supporting positive outcomes in feedback & complaints, compliance & audit, safety & risk, and continuous improvement.

RELATIONSHIPS

The Quality Coordinator reports directly to the Quality, Safety & Communications Manager and will be expected to create positive relationships with key stakeholders, including: CTST passengers, volunteers, and employees.

KEY RESPONSIBILITIES

Feedback & Complaints

- Ensure each individual CTST passenger feels safe, supported, and encouraged to provide feedback.
- **Maintain and enhance** the administrative component of feedback systems and processes.
- In handling complaints — the Quality Coordinator will be expected to:
 - ensure complaints are dealt with in a manner compliant with CTST values and policy; the Aged Care Quality and Safety Commission's Open Disclosure Framework; the Aged Care Quality Standards; and the principals of natural justice,
 - respectfully and professionally show empathy when listening to complainants,
 - be creative and decisive, distinguishing when to be flexible and when to be firm,
 - identify the real source of dissatisfaction and reach a solution that works for both the passenger and the organisation,
 - be objective – methodically gathering information from all stakeholders to conclude an investigation, and
 - confidently and professionally communicate complaints outcomes (written and/or verbal).
- **Investigate**, and report as required, service delivery complaints received from passengers, volunteers, employees, and external parties.
- Identify and report on trends and continuous improvement opportunities based on complaints data.

Compliance & Audit

- Support and proactively promote organisational compliance with the Aged Care Quality Standards; the Passenger Transport Services Act; and other regulatory, legislative, and contractual requirements.
- **Maintain and enhance** the administrative component of internal audit systems and processes (excluding finance).
- Coordinate, conduct, and implement internal audit tasks as required, providing information for reports against standards and statutory obligation compliance (excluding finance).
- Identify and report on trends and continuous improvement opportunities based on internal audit results.

Safety & Risk

- Support and proactively promote an organisational culture of safety, risk & hazard awareness.
- Facilitate Quality, Safety and Risk Committee meetings, which includes:
 - seeking agenda input from Committee Members and key stakeholders,
 - scheduling of meetings and distribution of committee papers, and
 - monitoring progress of assigned tasks.
- **Maintain and enhance** the administrative component of
 - incident systems and processes, and
 - risk & hazard systems and processes.
- **Investigate** and report on incidents as required.
- Conduct and document work activity specific and work environment risk assessments.
- Identify and report on trends and improvement opportunities based on
 - incident trends data, and
 - risk & hazard assessments.

Continuous Improvement

- Support and proactively promote an organisational culture of continuous improvement.
- **Maintain and enhance** the administrative component of
 - continuous improvement systems and processes, and
 - policy & procedure reviews.

General Responsibilities

- **‘Maintain and enhance’** responsibilities listed above may include, but not be limited to:
 - assessment and classification of complaints, incidents, and risks & hazards,
 - maintaining accurate and up to date registers and documents,
 - assigning tasks and facilitating timely task completion,
 - design and development of data management and data analysis tools, and
 - regular and on-time reporting.
- **‘Investigate’** responsibilities for complaints and incidents may include, but not be limited to:
 - acknowledgement and assessment of complaints,
 - outline/planning investigation,
 - verbal and written communication with key stakeholders,
 - assigning tasks and tracking completion to meet deadlines,
 - identifying solutions,
 - risk-mitigation recommendations,
 - communication of outcomes, and
 - timely escalation where appropriate.
- Bring to the immediate attention of the Quality, Safety & Communications Manager any task, project, or activity that has diverged from planned timeframes or that has the potential to do so.
- Perform other duties as directed.

SELECTION CRITERIA

Mandatory certifications: National Police Check (Australian Federal Police), Registration to Work with Vulnerable People (Tasmania), current Drivers Licence.

The successful applicant: (demonstrated, proven, extensive exp., significant exp.)

- Has a proven commitment to safety, is able to identify hazards and incident root causes, and can conduct risk assessments, providing practical risk mitigation recommendations.
- Partners with clients to identify and resolve areas of concern; brings empathy, confidence, and personal resilience to client liaison; and asks questions in ways that enhance the clarity, quality, and reliability of information.
- Acts professionally and ethically and is meticulous in the protection of private and confidential information.
- Has 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.
- Demonstrated organisational and time management skills with the ability to cope with multiple tasks and rapidly changing priorities – capably tracking tasks against completion expectations.
- Demonstrated ability to use initiative and work independently as well as work collaboratively as part of a team to achieve positive outcomes, contributing to a positive workplace culture.
- Intermediate Microsoft Office Suite skills essential; Adobe Creative Suite experience considered favourably but not mandatory.

SALARY

Social, Community, Home Care and Disability Services Industry (SCHCADS) Award, MA000100
Level 3 (currently \$61,296 - \$65,722 per annum) plus salary sacrifice options.