



Quality, Risk and Compliance Coordinator

- ✓ **Attractive not-for-profit salary packaging options**
- ✓ **Part-time permanent role – 28 hours per week**
- ✓ **SCHADS Award Level 5 and additional paid wellbeing leave**
 - ✓ **Convenient location based in Campsie**
 - ✓ **Flexible and hybrid working conditions**

Metro Assist is seeking an experienced Quality, Risk and Compliance Coordinator to help maintain effective governance, risk, compliance and organisational assurance systems across our services.

About us

Metro Assist's vision is to achieve a fair society that respects diversity and enables all people to reach their full potential. We work with individuals, families and communities of diverse backgrounds, including migrants and refugees, and support their efforts to become resilient and empowered through our range of services.

We provide refugee settlement support, employment services, family services, emergency relief, tenancy advice, financial counselling, and community development initiatives. More information about Metro Assist is available at www.metroassist.org.au

About the role

Reporting to the Head of Operations & Technology, the Coordinator works across governance, risk management, compliance, quality assurance, information security and work health and safety. The role coordinates assurance activity, identifies gaps, follows through corrective actions, advises managers, and prepares reports and recommendations.

This is an organisation-wide coordination role with no direct reports. You will work under general direction, exercise professional judgement within established frameworks, and influence accountability without formal authority. Significant risks, material non-compliance, and strategic decisions are escalated to the Head of Operations & Technology.

The role is responsible for:

- Maintaining the organisational risk register, analysing risk trends and monitoring the effectiveness of risk treatments and the Risk Maturity Improvement Plan.
- Coordinating the internal audit schedule, undertaking audits and reviews, and monitoring corrective actions and agreed recommendations.
- Supporting the Service Governance Framework, continuous quality improvement activities and reporting on improvement outcomes.
- Maintaining the compliance register; monitoring legislative, contractual and policy obligations; identifying gaps; and coordinating evidence of compliance.
- Monitoring mandatory training, credentials and qualifications, producing compliance reports and following up overdue requirements.
- Supporting workplace inspections, WHS audits and safety reviews, including trend analysis and corrective action monitoring.
- Supporting the information security management system and ISO 27001 activities, including audits, self-assessments, management reviews and non-conformance records.
- Coordinating accreditation and certification readiness, evidence repositories, gap analyses, external assessments, governance reporting and document control.

Salary is based on the SCHADS Award Level 5, with above-Award rates of pay. Benefits include generous salary packaging, additional paid wellbeing leave, flexible and hybrid work, ongoing supervision and access to Metro Assist's confidential Employee Assistance Program.

The ideal candidate will have

- A relevant qualification, or equivalent expertise, in governance, risk, compliance, quality, information security, WHS, business or a related discipline.
- Demonstrated experience in governance, compliance, audit, risk management or quality assurance at a level requiring specialised judgement and independent coordination.
- Experience supporting accreditation, certification, assurance or regulatory reviews, including evidence gathering and readiness assessments.
- Sound knowledge of risk frameworks, controls, treatment planning, internal audit methods and corrective action management.
- The ability to interpret legislation, contracts, policies and standards; experience with ISO 27001, ISO 45001, ASES, HSQF or comparable frameworks will be well regarded.
- Highly developed analytical and written communication skills, including maintaining registers, analysing trends and preparing concise reports and recommendations.
- Credible stakeholder engagement and influencing skills, with the persistence to secure action and accountability without direct authority.
- Excellent planning, organisation and follow-through, with the capacity to independently manage competing priorities in a part-time, organisation-wide role; community services or not-for-profit experience will be well regarded.

HOW TO APPLY

Applications will be reviewed as they are received and must be submitted to recruitment@metroassist.org.au.

Your application should include:

- A brief cover letter outlining how your experience aligns with the role
- A current resume
- Contact details for two recent work-related referees

For enquiries, contact Kathleen Mackay, HR Advisor, on (02) 9789 3744 or email recruitment@metroassist.org.au.

Please note that only shortlisted applicants will be contacted.

Metro Assist is an Equal Opportunity Employer and supports an inclusive approach in the workplace. We celebrate our diversity and welcome applications from all cultures, ages, religions, genders, LGBTQIA+ people, Aboriginal and Torres Strait Islander peoples, and people with disabilities.

All offers of employment are subject to a satisfactory National Police Check and provision of a current Working with Children Check.

The successful applicant will be required to provide evidence of appropriate legal rights to work in Australia.
