

POSITION DESCRIPTION

1. Position Details

Item	Description
Position Title	Quality, Risk and Compliance Coordinator
Program Name	Operations & Technology
Position Type	Part-Time, Permanent, 28 hours per week
Classification	SCHADS Award – Social & Community Services Employee Level 5
Reports To	Head of Operations & Technology
Office Location	Campsie and other offices as required
Region	Organisation-wide
Direct Reports	Nil

2. Position Purpose

The

Quality, Risk and Compliance Coordinator supports the effective operation of Stepwise Community Services governance, risk management, compliance, quality assurance, information security and work health and safety systems.

The role coordinates organisational assurance activities including risk management, internal audit, compliance monitoring, corrective action management, accreditation and certification readiness, continuous improvement and governance reporting.

The role works under general direction from the Head of Operations & Technology and exercises professional judgement within established organisational frameworks, standards and compliance requirements. The role is expected to independently prioritise work within its area of responsibility, identify and analyse compliance gaps, follow up corrective actions, provide specialist advice to managers and employees, and prepare reports and recommendations. Matters involving significant organisational risk, material non-compliance, budget commitment, policy approval or strategic decision-making are escalated to the Head of Operations & Technology.

The role has a significant organisational coordination function rather than direct operational management responsibility. It influences managers and employees without formal authority, monitors organisational performance against governance requirements and supports the organisation in achieving and maintaining accreditation, certification and assurance outcomes.

3. Key Responsibilities

Responsibility Area	Key Activities
Risk Management & Risk Maturity	Analyse risk trends, advise risk owners, monitor risk treatment effectiveness, prepare reports with recommendations. Maintain and coordinate updates to the risk register and coordinate implementation of the Risk Maturity Improvement Plan.
Governance, Compliance & Internal Audit	Coordinate the Internal Audit Schedule; undertake audits and reviews; maintain corrective action registers; monitor implementation of recommendations; support assurance reviews and compliance assessments.
Service Governance & Continuous Improvement	Support implementation of the Service Governance Framework; coordinate quality improvement activities; maintain CQI registers; monitor improvement outcomes.
Compliance Management	Interpret and monitor compliance obligations; identify gaps; advise managers; maintain evidence of compliance. Maintain the Compliance Register; monitor legislative, contractual and policy obligations; coordinate compliance evidence; support policy review activities.
Training & Workforce Compliance	Maintain the Training Register; monitor mandatory training, credentials and qualifications; produce compliance reporting and follow up overdue requirements.
WHS Assurance	Support workplace inspections, WHS audits and safety reviews; monitor corrective actions; analyse WHS trends and reporting.
Information Security & ISO 27001 Support	Support ISMS activities; coordinate audits, self-assessments and management reviews; maintain evidence and non-conformance records; monitor improvement plans.
Accreditation, Certification & Organisational Assurance	Coordinate evidence gathering, readiness reviews, self-assessments and gap analyses; prepare certification and accreditation submissions; maintain evidence repositories; support external audits and assessments; help the organisation prepare for future standards and certifications.
Governance Reporting & Administration	Prepare governance and compliance reports; maintain registers and records; coordinate action tracking, meeting support and document control.
Compliance and Quality Support	Comply with organisational policies, procedures, standards and legislative requirements. Maintain privacy, information security and safe work practices. Identify and escalate risks, incidents and quality concerns.
Professional Practice	Participate in supervision, training and professional development. Contribute to continuous improvement. Undertake other duties consistent with the classification and scope of the role.

4. Key Relationships

Internal	External
Head of Operations & Technology; Operations & Technology Coordinator; Executive Leadership Team; Managers and Team Leaders; Reception & Administration Officers; WHS Committee; CQI Committee.	Auditors; Regulators; Accreditation Bodies; Certification Bodies; Professional Advisors; Training Providers.

5. Key Capabilities

- Strong governance, risk, compliance and assurance capability.
- Sound understanding of risk management frameworks, controls and treatment planning.
- Ability to conduct audits and assurance reviews in an objective and evidence-based manner.
- Ability to interpret standards, accreditation requirements and compliance obligations.
- Ability to influence stakeholders and drive accountability without direct authority.
- Strong analytical, reporting and problem-solving capability.
- Excellent planning, organisation and follow-through skills.
- Ability to manage multiple priorities within a part-time governance function.

6. Qualifications and Experience

Essential:

- Relevant qualification or equivalent experience in governance, risk, compliance, quality, information security, WHS, business or related discipline.
- Specialised skills sufficient to perform at this level and equivalent experience and expertise in governance, compliance, audit, risk management or quality assurance functions.
- Experience supporting accreditation, certification, assurance or regulatory review activities.
- Experience maintaining registers, monitoring corrective actions and preparing reports.
- Strong stakeholder engagement and influencing skills.
- High level written communication and analytical capability.

Desirable:

- Internal Auditor qualification or recognised auditing training.
- Experience with ISO 27001, ISO 45001, ASES, HSQF or similar frameworks.
- Experience in community services or not-for-profit organisations.

7. Compliance Requirements

Current Working With Children Check; Current National Police Check; compliance with organisational policies and procedures; compliance with information security requirements; participation in mandatory training and reporting obligations.

8. Organisational Commitments

The organisation is committed to child-safe practice, cultural safety and inclusive service delivery. Employees are expected to uphold organisational values and contribute to a respectful and safe workplace.

9. Decision Making and Accountability

The role works under general direction from the Head of Operations & Technology and exercises professional judgement within established frameworks. Strategic, high-risk or organisation-wide matters are escalated appropriately.

10. Acknowledgement

This Position Description outlines the responsibilities and expectations of the role and may be updated from time to time.

Name	Signature	Date
Employee		
Manager		

Document Control (Administrative Use Only)

Field	Details
Document Title	Position Description – Quality, Risk and Compliance Coordinator
Program / Team	Operations & Technology
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