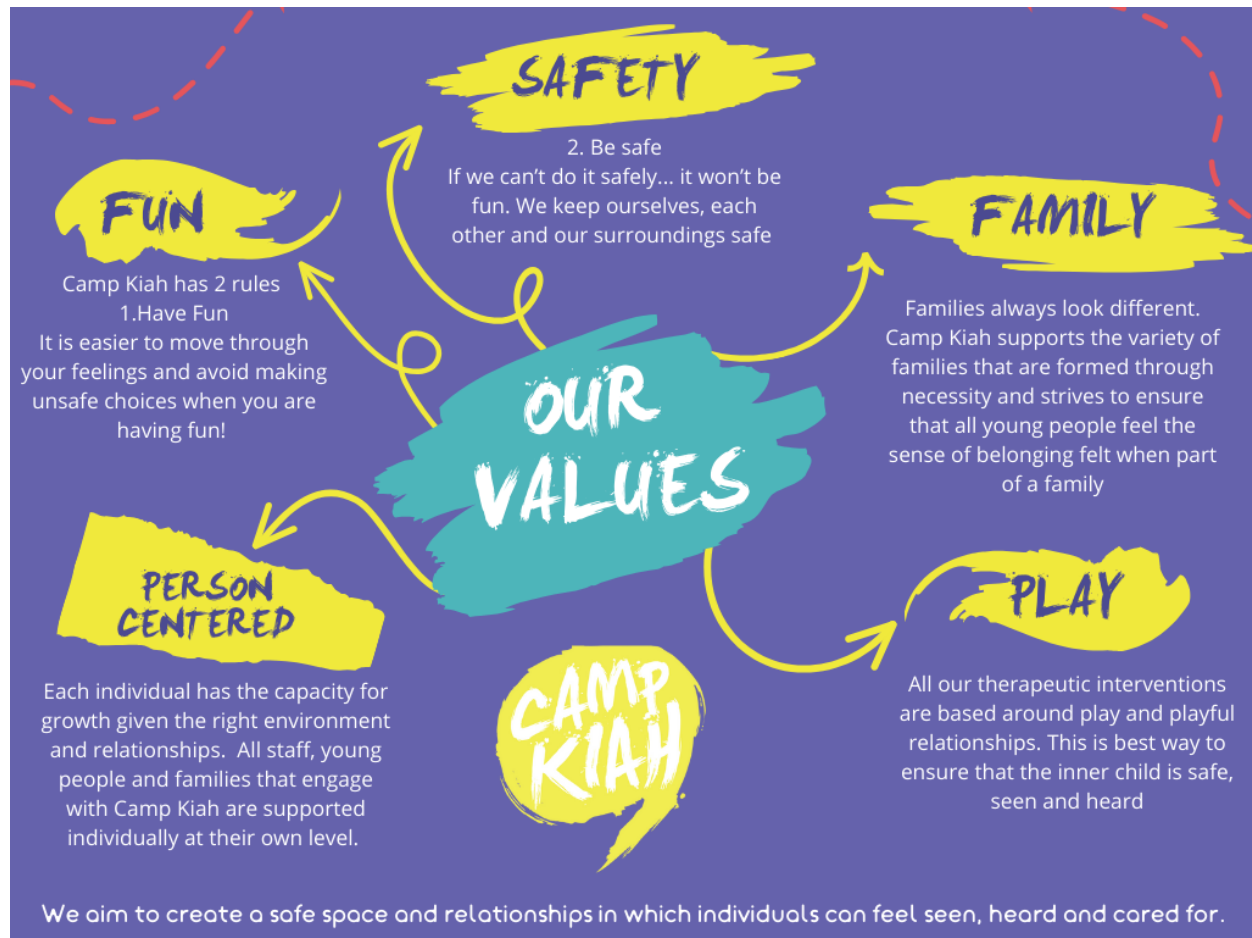




Camp Kiah - Quality, Compliance and Safeguarding Manager – Position Description



Your goal as Quality, Compliance and Safeguarding Officer is to provide quality, compliance and safeguarding support across all Camp Kiah programs. This role plays a key part in maintaining high standards of service delivery, regulatory compliance and safeguarding practice across the organisation. The Quality, Compliance and Safeguarding Officer reports directly to the Managing Director and Business Manager.

Core Responsibilities

Quality, Compliance and Safeguarding

- **Quality Assurance Audits:** Maintain Quality Assurance database and work with relevant Program Coordinators, Facilitators and other administrative roles to ensure that all tasks are completed.
- **Safeguarding Leadership:** Champion safeguarding principles across all Camp Kiah programs, ensuring the rights and wellbeing of children, young people and vulnerable individuals are consistently upheld.



- **Framework Implementation:** Support the implementation and monitoring of quality, compliance and safeguarding frameworks, ensuring alignment with organisational policy and legislative requirements.
- **Regulatory Alignment:** Assist services to align with the NDIS standards, DFFH Standards and relevant VIC safeguarding requirements, providing practical guidance on their application.
- **Regulatory Monitoring:** Monitor regulatory and safeguarding developments, translating updates into actionable guidance and supporting service-level implementation in a timely and effective manner.

Audit, Review and Inspection Support

- **Internal Audits:** Contribute to internal audits, service reviews and follow-up actions, maintaining accurate and up-to-date quality improvement records and audit spreadsheets.
- **Inspection Support:** Support programs to complete inspections and Audits.
- **Incident and Complaint Reviews:** Assist with incident, complaint and non-compliance reviews, ensuring appropriate documentation, timely follow-up and continuous improvement actions are completed.
- **Risk Management:** Ensure risk management policies are adhered to across programs, facilitating communication with service leaders and relevant officers to ensure checklists, identified hazards and mitigation tasks are completed in a timely manner.
- **Accreditation:** Work towards achieving and maintaining quality accreditation by developing, disseminating and reviewing procedures, and actively participating in internal and external audit processes.

Service Support and Continuous Improvement

- **Practical Guidance:** Provide objective quality oversight and practical advice to service leaders and their teams, helping them navigate incidents, compliance matters and inspections with sound judgement and a proportionate approach.
- **Quality Improvement Planning:** Support quality improvement planning and service-level improvement initiatives, identifying areas for enhancement and supporting the implementation of sustainable changes.
- **Policy and Procedure Development:** Contribute to the development and review of policies, procedures and supporting tools, ensuring they reflect current regulatory requirements and best practice standards.
- **Service Enhancement:** Continuously work to improve and tailor quality and compliance supports to positively impact the delivery of services, customising approaches to meet the varying needs of different service types.

Collaboration and Reporting

- **Team Collaboration:** Work closely with colleagues across the Coordination team, contributing to a shared approach to quality oversight and organisational improvement.
- **Stakeholder Communication:** Maintain consistent and relevant communication with service leaders, program staff and funding agencies regarding compliance requirements, audit findings and improvement activities.
- **Reporting:** Prepare clear, accurate documentation and reports to support organisational oversight and decision-making, including contributions to bi-monthly committee reporting and



attendance.

- **Relationship Building:** Cultivate and maintain relationships with external agencies and regulatory bodies to support informed, collaborative and responsive compliance practice.

Work Health & Safety

- **Health & Safety:** Ensure the health and safety of all individuals in workplaces by complying with statutory obligations and WHS policies and procedures.
- **Risk Assessment:** Support programs in conducting regular and thorough risk assessments, identifying potential hazards and implementing strategies to minimise and mitigate risks effectively.
- **Incident Management:** Assist in maintaining incident response protocols, including clear procedures for reporting and addressing workplace injuries, illnesses and near misses.
- **Regulatory Compliance:** Stay current with all relevant legislation and regulatory requirements pertaining to workplace safety, ensuring timely updates to policies and practices as needed.

Requirements

- Experience in quality, compliance, auditing or safeguarding within community and children's services.
- Well-developed experience in Out of School Hours Care, including Assessment and Rating processes.
- Working knowledge of the National Quality Framework, National Quality Standards and Victorian safeguarding reforms.
- Relevant tertiary qualification in quality, compliance, risk, governance or a related discipline.
- Strong attention to detail and confidence working with evidence, records and documentation.
- Sound judgement, emotional intelligence and the ability to remain objective in sensitive situations.
- Demonstrated ability in time management and organisational skills, with the ability to manage competing priorities across multiple service types.
- Ability to use initiative, think laterally and strategically to meet deadlines and produce quality work.
- Understanding of requirements of working respectfully with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse clients, communities and staff.
- Commitment to upholding ethical standards and maintaining confidentiality.
- Experience working across multiple service types or the ability to apply quality and compliance frameworks across different program models will be highly regarded.
- Flexibility in working days and hours; the role will include some face to face hours on program.
- Current Driver's Licence.
- A valid Working with Children Check & National Police Check, or willingness and eligibility to obtain one prior to commencement of employment.



The above job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accepted the duties, responsibilities and obligations of my position with Camp Kiah.

Signed: _____

Name: _____

Date: _____