



POSITION DESCRIPTION

POSITION TITLE:	Quality & Risk Officer
PROGRAM:	South Australia Services
STATUS:	Part Time (22.8hrs per week), 9-month fixed term contract
REPORTING TO:	Director, South Australia
LOCATION:	The Epworth Building, Pirie Street, Adelaide, 5000
CLASSIFICATION:	VAC/GMHC Employment Agreement April 2014, SCHCADS/SACS 5. Thorne Harbour Health pays above award rates.

1. ORGANISATIONAL ENVIRONMENT

Thorne Harbour Health (THH) is a community-controlled health organisation governed by our members and accountable to the *communities we serve*.

THH began as the Victorian AIDS Action Committee in July 1983 and for over 40 years, the organisation has led the Victorian community's response to HIV and AIDS. Thorne Harbour Health is now responding to a broader range of issues and began operations in South Australia in 2015. Thorne Harbour Health aims to improve the health, social and emotional well-being of LGBTIQ+ communities and those living with or affected by HIV, with a particular emphasis on bringing the HIV and AIDS epidemic to an end.

Our Vision

A world where our communities are healthy and live safely, with dignity and wellbeing.

Our Mission

To deliver community-led and culturally appropriate health and wellbeing programs informed by and responsive to our communities, always advocating to reduce stigma and discrimination.

The Communities We Serve

When we talk about 'the communities we serve', language matters. We use words in ways that acknowledge and demonstrate respect for the way we describe our bodies, genders, and relationships. The terminology our communities use is complex and evolving, and identities can shift and change over the course of a person's life. We now use the LGBTIQ+ acronym as a collective term, but not all see it as inclusive enough. At Thorne Harbour Health, the communities we serve are made up of unique people with diverse backgrounds and experiences who identify as lesbian, gay, bisexual, people with innate variations of sex characteristics, trans and gender diverse, non-binary, intersex, queer, other sexualities, gender bodily diverse people, and all people living with HIV. HIV continues to be important to us because it's where we began and will always be part of our communities'

experience. While we remain committed to using and advocating for inclusive language and will endeavour to always describe people in the way they describe themselves, for the purpose of communication and accessibility of this strategic plan, we will use the term 'our communities' when referring to the diverse communities we serve.

This strategy is informed by our communities. We acknowledge the people we have lost to HIV, transphobia, homophobia, stigma, and discrimination. We acknowledge the learnings and guidance from our communities' elders and honour their legacy.

For more information on our organisation, please visit our website www.thorneharbour.org

2. PROGRAM CONTEXT, ROLE & FOCUS

Reporting to the Director of South Australia, the Quality and Risk Officer will play a key role in leading the successful execution of obtaining the new national standard for Mental Health Service delivered by THH. The National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHCMO) support continuous improvement for THH, a highly respected organisation delivering high quality specialist services.

In collaboration with the Director of Therapeutic Services in Victoria and THH's Quality and Risk Coordinator, the newly appointed Quality and Risk Officer will lead the review of processes to ensure we meet the NSQMHCMO standards. The three NSQMHCMO Standards are Practice Governance Standard, Partnering with Consumers, Families and Carers Standard and Model of Care Standard. There is a total of 82 actions across these three standards which describe the level of care and safeguards that a Community Managed Organisation service should provide. Thorne Harbour Health has been awarded full accreditation against QIC Health and Community Services Standards 7th Edition, and the Rainbow Tick Standards 2nd Edition. Thorne Harbour Health is now successfully accredited against the AGPAL (General Practice), Human Services Standards, QIC Health and Community Services, NDIS and Rainbow Tick standards.

3. POSITION ROLE AND RESPONSIBILITIES

Quality & Risk Management

- Support the ongoing maintenance, development, improvement and implementation of THH's Quality Improvement and Risk Management systems and processes.
- Support, train and facilitate THH staff in the development of skills in undertaking, recording and evaluating of quality activities, reviews, projects and procedures.

Coordination and support of external audit and accreditation

- National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHCMO)

Assurance Activities

- Contribute to the development of tools and resources to support quality assurance activities.
- Conduct internal audits and reviews, complete reports, and record and track audits/reviews.
- Contribute to the development of tools and resources to support teams to undertake audits and compliance assessments as part of core business activity.
- Conduct and support investigations or case reviews in response to significant incidents, events or complaints.
- Conduct root cause analysis as required in response to significant events.
- Champion a continuous improvement agenda across THH.
- Coordination of THH's legislative compliance updates.

Reporting, Administration and Communication

- Prepare relevant reports for Committees and other groups to allow for an effective analysis of data and information.
- Support the communication and sharing of knowledge and information about quality and risk across all THH teams.
- Prepare monthly reports to the senior leadership team and relevant stakeholders on the progress of the project.

Key Relationships

This position may have relationships with a diverse range of THH employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services to the people they support.

4. KEY SELECTION CRITERIA

Qualifications

- Qualification in health, community or relevant discipline, or demonstrated relevant experience in a related role.

Skills and experience

- Demonstrated experience in the management and development of quality and risk management systems, preferably within a multidisciplinary health and human services environment or relevant health discipline.
- Knowledge of relevant legislation, regulation and accreditation standards in a health/human services environment.
- Exceptional problem-solving skills coupled with a keen desire to enhance systems and processes; self-motivated and ability to influence others to take ownership and proactively strive to achieve results.
- Strong project management experience with capacity to develop and implement clear project plans and deliver quality outcomes.
- Excellent communication and interpersonal skills and demonstrated ability to communicate with a range of audiences, including the provision of one to one or group training.
- Demonstrated ability to work collaboratively, including managing and nurturing relationships with important external stakeholders, managing multiple priorities and adapting to be able to participate in a variety of project deliverables.
- Ability to collate and interpret data, prepare and present reports and make recommendations for improvement.
- Experience in and/ or knowledge of quality auditing systems and processes.

Desirable

- Experience in use of Risk Management or similar database / software.
- Ability to provide coaching through the review and/or development of policies and procedures which comply with legislative and quality requirements and assist in implementing new systems to enhance quality services and operations.
- Experience working in a Community Services / Not for Profit Organisation.
- Experience of the National Safety and Quality Mental Health Standards for Community Managed Organisations (NSQMHC MO)

5. CONDITIONS OF EMPLOYMENT

- Salary is paid in accordance with the VAC/GMHC Employment Agreement 2014. The classification for the position is SCHCADS Award/SACS Level 5.
- Salary packaging is available at Thorne Harbour Health. It is a legitimate method of restructuring existing salary into a combination of salary and expense payment benefits to provide a higher net remuneration for the employee.
- Employer's contribution to superannuation will also be paid.
- Conditions of employment are as stated in the VAC/GMHC Employment Agreement 2014.
- The position is for 22.8 hours per week.
- Completion by Thorne Harbour Health of a satisfactory police check.
- Evidence of a valid Working with Children Check.
- A willingness and ability to work flexible hours is required, including some early morning, evening and weekend meetings and other work-related commitments.
- A Confidentiality Agreement must be signed.
- Thorne Harbour Health is an equal opportunity employer. All staff members are required to contribute to creating a non-discriminatory workplace.
- Thorne Harbour Health provides a non-smoking workplace.
- Membership of the appropriate union is strongly encouraged.
- Candidates must have full working rights in Australia and may be required to provide proof of this eligibility.

6. PROFESSIONAL SUPERVISION

Thorne Harbour Health has a commitment to ensuring that staff members receive high quality supervision on a regular basis. This role is required to attend this supervision.

7. WORKPLACE HEALTH & SAFETY

As an employee of Thorne Harbour Health, staff need to strive to ensure a safe and healthy workplace by complying with the provisions of Section 25 of the Occupational Health and Safety Act 2004 (Victoria) (Duties of Employees) or Section 28 of the *Work Health and Safety Act 2012* (South Australia) (Duties of Workers).

8. APPLICATION PROCESS

Written applications addressing the selection criteria and including a resume and the names and contact details of three professional referees should be sent via [job listing in Employment Hero](#).

For further enquiries please contact Rebecca Ellis – Director, South Australia on 0413 688406 or via email – rebecca.ellis@thorneharbour.org

Applications close on Sunday 31 May 2026

Important: it is essential that applicants specifically address the selection criteria. Where selection criteria have not been addressed, applications will not be considered.