



Position Description

Position Title: Quality Coordinator	Employment Type: Part Time (3 days per week)	
Reports To: Manager, Client Services	Award: Social, Community Home Care and Disability Services Industry award (SCHADS)	
Direct Reports: 0	Classification: Level 6	
Approved By: Chief Executive Officer	Date Created: 2009	Date Reviewed: March 2026

Who we are

The Haymarket Foundation (Haymarket) is a Sydney-based, secular, charitable organisation. We support people who are homeless or at risk of homelessness and who have backgrounds of complex trauma. We support and advocate for our clients through a multidisciplinary approach that is inclusive, safe, and promotes independence and freedom of choice. We have a range of programs and services that support clients in our crisis and transitional accommodation, and support other clients to maintain their social or public housing tenancy.

Role Purpose

The Quality Coordinator's main role is to support and coordinate Haymarket's quality, safety, risk, and continuous improvement systems. To do this the Quality Coordinator must work collaboratively with all staff – especially the leadership team – to ensure Haymarket's governance and program delivery complies with accreditation, legislative, and funding bodies requirements.

The role is critical to ensuring Haymarket meets client needs, promotes best practice, and drives service excellence and improvement.

Key Responsibilities

Policies Procedures and other controlled documents

- Maintain Haymarket's controlled documents system – in collaboration with the Leadership Team – to guide the consistent development, implementation and evaluation of organisation-wide (OW) controlled documents.
- Ensure all policies and procedures comply with relevant legislation, Australian standards, professional standards and best practice.
- Maintain a register of controlled documents that is current, comprehensive, accurate, access controlled, and regularly reviewed.
- Work with the CEO, Leadership Team and other staff to identify, develop, implement and review controlled documents at program and OW levels.
- Work with the CEO and Leadership Team to monitor staff compliance with policies, procedures and other quality-related practices.
- Lead the communication of policy, procedure and controlled documents to relevant staff in a way that is accessible, accountable, timely and up to date.

Incident Management

- Collaborate with the CEO and Leadership Team to further develop and implement an effective incident management system aligned with best practice standards.
- Contribute to the creation and maintenance of appropriate tools, databases and registers to support consistent reporting, tracking, analysis and follow-up of incidents.
- Support staff to understand and comply with incident reporting procedures through training, guidance and system improvements.
- Analyse incident data to identify trends, risks and opportunities for service improvement.
- Ensure the incident management process contributes to quality improvement, risk mitigation and compliance with relevant accreditation and regulatory requirements.

Risk Management

- Collaborate with the CEO and Leadership Team in the maintenance of the operational risk register
- Support the implementation of strategies to identify, assess, monitor and mitigate operational and corporate risks.
- Maintain and ensure the accuracy and currency of the operational risk register, including timely updates based on emerging risks or incidents.
- Assist in maintaining the enterprise risk register, ensuring high-level risks are documented, regularly reviewed and escalated as appropriate.
- Contribute to building a risk-aware culture across the organisation by promoting staff engagement in risk identification and mitigation.

QIC Accreditation

- Liaise directly with our accrediting body to lead the agency through the accreditation process
- Provide leadership, training and support to all staff, in collaboration with the CEO and Leadership Team, to ensure ongoing compliance with QIC Health and Community Services accreditation standards and requirements.
- Forward plan and coordinate the organisation's response at each phase of the QIC accreditation cycle, ensuring all activities are aligned with required timelines and standards.
- Lead the preparation and submission of self-assessments, evidence documents, and quality improvement plans in line with QIC guidelines.
- Coordinate and manage accreditation surveys, providing support to staff and the Executive before, during and after accreditation-related surveys.
- Monitor progress against accreditation actions and ensure that continuous quality improvement activities are embedded across services.

Quality & Compliance Committee

- Coordinate and actively engage in Quality & Compliance Committee meetings, including preparation of agendas and relevant documentation where appropriate.
- Present updates, challenges and progress related to the development, review and implementation of policies, procedures and other controlled documents.
- Submit controlled document for endorsement by the Committee in line with organisational governance processes.
- Provide input and advice on broader quality, compliance and risk-related matters as they arise in Committee discussions.
- Ensure feedback and decisions from the Committee are incorporated into quality improvement processes.
- Submit regular reports to the Committer that aggregate incidents to highlight the frequency, trends, themes, mitigations, and systemic issues arising from incidents.

Workplace Health & Safety

- Follow Haymarket Foundation’s WHS Policy.
- Adhere to WHS policies.
- Identify, report, and mitigate risks as per procedures.
- Act immediately on unsafe situations; report incidents and near misses.

Quality Improvement

- Maintain a quality improvement register to drive safe, effective and professional service delivery
- Contribute to quality improvement and accreditation activities.
- Actively seek client feedback for service enhancement.
- Support delivery of excellent, client-centred service.

Confidentiality and Privacy

- Maintain client and staff confidentiality in accordance with policy.
- Ensure compliance with the Privacy Act.

Performance Management

- Participate in the Performance Management Program and annual appraisal.

Code of Conduct

- Read and acknowledge the Code of Conduct outlined in the Haymarket Foundation Staff Handbook 2025.

Key Selection Criteria

- Relevant tertiary qualifications in health, community services, quality management, or related field.
- Excellent verbal and written communication skills, with the ability to prepare high-quality documentation.
- High level understanding of homelessness, alcohol and other drug use, complex trauma, government and community-based services
- Demonstrated understanding of and commitment to culturally safe, respectful and inclusive practice, including working with First Nations communities and people from multicultural and culturally and linguistically diverse backgrounds.
- Demonstrated high level understanding of clinical and corporate governance, and quality, safety and risk management systems and principles
- Proven experience in development, implementation and evaluation of policies and procedures in a service delivery context.
- Experience in quality management within the homelessness, AOD or broader health and welfare sectors.
- Experience in managing or contributing to organisation-wide accreditation processes, particularly under the QIC framework (or equivalent), including self-assessment and evidence collation.
- Proficiency in Microsoft 365 (Word, Excel, Outlook, Sharepoint).

Acceptance

I hereby accept the position of Quality Coordinator at The Haymarket Foundation as described in the above job description.

Name:	
Date:	
Signature:	