

POSITION:	Manager of Quality, Risk and Compliance
REPORTING TO:	Executive Manager- Practice and Clinical Excellence
DIRECT REPORTS:	NIL
KEY RELATIONSHIPS:	Internal: <ul style="list-style-type: none">• Executive Leadership Team• Centre of Excellence (COE)• Operational Teams• Office of the COO External: <ul style="list-style-type: none">• Social Services Regulator• Family Safety Victoria• Department of Families, Fairness and Housing (DFFH)• Victoria Police• Department of Social Services (DSS)• Other regulatory and oversight bodies
POSITION STATUS:	Ongoing, Full Time (or negotiated arrangement)
CLASSIFICATION:	SCHADS Award 2010 – Level 8

1. PRIMARY OBJECTIVES

The Manager, Quality, Risk and Compliance is a senior strategic leadership role responsible for the design, implementation and assurance of Safe Steps' enterprise risk, compliance and quality systems. This role provides organisation-wide authority and independent oversight of risk and compliance functions.

The role ensures Safe Steps maintains a robust governance framework that:

- Safeguards client safety and service integrity
- Ensures compliance with the Social Services Regulation Act 2021 and associated standards
- Embeds continuous quality improvement across all operations
- Enables informed executive and Board-level decision-making

The role acts as a second-line assurance function, identifying systemic and emerging risks, and recommending evidence-based strategies to mitigate or eliminate those risks.

The Manager of Quality, Risk and Compliance will ensure that diversity, inclusion, and equity are embedded in all aspects of the organisation for the benefit of clients and staff, including those from the LGBTIQ+ community, CALD, Aboriginal and Torres Strait Islander and people with disabilities.

2. ORGANISATIONAL CONTEXT

Safe Steps is the only 24/7, family violence response centre in Victoria, providing a "state-wide entry point" for victim-survivors of domestic and family violence. Services include information and referral, crisis response, specialist family violence risk assessment, safety planning, Webchat, and access to supported crisis accommodation.

Our vision is **safety, support and respect** for all victim-survivors of domestic and family violence.

Our practice is trauma-informed and guided by evidence. We provide services to all victim-survivors and recognise that most of our work is dedicated to the needs of women and children which reflects the gendered nature of domestic and family violence.

Safe Steps is committed to ensuring diversity, inclusion, and equity are embedded throughout our organisation for the benefit of our clients and our staff. We focus on recognising and eliminating discrimination in the services we deliver. We believe our people are our greatest asset, and by supporting and incorporating their diverse talents, knowledge, perspectives, and experiences, we can strengthen our relationships with the communities with whom we work.

Our research and advocacy is informed by our practice and promotes the voices and diverse experiences of victim-survivors. We advocate to create systemic change and effective pathways for victim survivors from crisis to safety and recovery. We are courageous, empowering, inclusive, respectful, and reflective in all that we do. Safe Steps employs more than 100 full-time staff, part-time staff, volunteers, and students.

The Manager of Quality, Risk and Compliance is based at the Safe Steps head office in North Melbourne, however, working across all sites may be required.

The Manager of Quality, Risk and Compliance is expected to uphold organisation's policies and procedures as well as the Department of Families, Fairness and Housing and Human Services Standards, which include the following obligations:

- to respect client confidentiality
- to obtain consent for the disclosure of information about a client
- to inform any client who wishes to make a complaint about the organisation of their right to do so, and to assist them to initiate a complaint

Safe Steps' locations and unlisted telephone numbers may not be disclosed to any other person except in accordance with service procedures. The locations and unlisted telephone numbers of any high security refuges may not be disclosed to any other person other than in accordance with the instructions of each such service.

3. STRATEGIC IMPACT

This position is critical to Safe Steps' ability to meet its obligations under the Social Services Regulation Act 2021 and the Victorian social services regulatory framework.

The role ensures the organisation can demonstrate:

- Effective governance, risk management and internal controls
- Safe, high-quality and accountable service delivery
- Transparent and compliant incident, complaints and reporting systems
- Continuous improvement informed by evidence, audit and analysis

The role actively drives:

- Regulatory readiness and audit preparedness
- Strong organisational risk culture
- Early identification of systemic risks across clinical, operational and compliance domains
- Alignment between legislative requirements and operational practice

4. KEY RESPONSIBILITIES

Enterprise Risk Management & Assurance

- Lead the design, implementation and continuous improvement of Safe Steps' enterprise risk management framework
- Identify, analyse and escalate strategic, operational, clinical and regulatory risks
- Provide independent, evidence-based risk advice to Executive Leadership
- Develop and recommend risk mitigation and control strategies, including clear accountabilities and performance measures
- Monitor organisational risk profile and ensure alignment with risk appetite
- Deliver formal risk and assurance reporting to Executive and Board-level committees
- Establish and maintain a risk-based internal audit and assurance program

Regulatory Compliance & Governance

- Ensure Safe Steps maintains compliance with the Social Services Regulation Act 2021, Human Services Standards and all relevant legislative frameworks
- Translate legislative and regulatory requirements into operational policies, systems and controls
- Monitor regulatory changes and lead organisational responses
- Act as primary liaison with regulators, auditors and external review bodies
- Lead organisational readiness for external audits, accreditation and regulatory review

MARAM Oversight & Practice Assurance

- Provide system-level oversight and assurance of the organisation's compliance with the Multi-Agency Risk Assessment and Management (MARAM) Framework
- Design and implement MARAM audit and compliance monitoring systems
- Identify systemic gaps or risks in practice and escalate appropriately

Clinical Governance Interface:

- Work in formal partnership with the Executive Manager – Practice and Clinical Excellence to ensure appropriate clinical oversight
- Ensure risk assurance processes reflect clinical governance standards
- Support translation of clinical frameworks into organisational systems and controls

Incident, Quality & Continuous Improvement

- Manage the organisation's incident management system, ensuring integrity, timeliness and completion
- Analyse incident, complaint and performance data to identify trends, systemic risks and improvement opportunities
- Ensure robust root cause analysis processes are implemented
- Maintain the continuous improvement register
- Lead service reviews and investigations into significant incidents or systemic issues
- Establish quality assurance processes to validate effectiveness of controls

Privacy, Information Sharing & Compliance

- Manage compliance with privacy, information sharing and data governance legislation
- Manage responses to complex information requests (FOI, courts, police, regulators)
- Maintain registers for privacy breaches, reportable conduct and compliance incidents
- Ensure appropriate reporting and escalation of breaches

Organisational Leadership & Influence

- Act as the organisation's subject matter expert in risk, compliance and quality governance

- Lead and influence a strong risk-aware organisational culture
- Provide expert advice across all levels of the organisation
- Represent Safe Steps in sector, regulatory and advisory forums
- Contribute to strategic planning and organisational development as a member of the COE

4. KEY SELECTION CRITERIA

Essential Qualifications

- A relevant tertiary qualification in one or more of the following:
 - Risk Management, Governance, Law, Public Policy
 - Health, Human Services, Social Work, Psychology or related discipline

AND

- Formal qualification or certification in risk management, audit, governance or compliance, OR demonstrated equivalent senior experience in enterprise risk and assurance functions

Essential Experience

- Significant experience (typically 7+ years) in risk, compliance, audit or governance roles in highly regulated environments
- Demonstrated experience identifying and managing enterprise and systemic risks
- Proven ability to provide independent assurance and strategic advice to senior leaders
- Experience designing and implementing audit, assurance or compliance frameworks
- Strong understanding of:
 - MARAM
 - Family Violence Information Sharing Scheme (FVISS)
 - Child Information Sharing Scheme (CISS)
 - Privacy and regulatory compliance obligations
- Experience working with regulators, accreditation bodies or external audits
- Highly developed analytical, reporting and stakeholder engagement skills
- Experience in promoting diversity, inclusion, and equity within an organisation and understanding of the unique challenges faced by priority groups including the LGBTIQ+ community and strategies to address them.
- Willingness to commit to the living expression of Safe Steps values; Integrity, Diversity and Empowerment
- A current Working with Children Check or willingness to acquire one.
- Willingness to undergo a National Police Check

Desirable

- Experience in family violence or specialist human services sector
- Qualifications in internal audit, governance (e.g. GAICD) or risk certification
- Experience in quality improvement frameworks and systems

5. IMPORTANT INFORMATION

- While Safe Steps reserve the right to exercise an Equal Opportunity Exemption in certain circumstances (H135/2022), Safe Steps values and encourages diversity, inclusion, and equity in all our services, programs, and practices.
- This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) Identification (Tier 3 &4) level which requires mandated MARAM Family Violence Screening & Identification training and VACCA MARAM Identification responsibilities.

- Safe Steps is an organisation committed to an inclusive and accessible workplace for all. We strongly encourage applications from Aboriginal and Torres Strait Islanders, people with disabilities, those from diverse cultural, linguistic, and religious backgrounds, all ages, LGBTQIA+ people, and those with a diversity of experiences. While we reserve the right to exercise Equal Opportunity Exemptions in certain circumstances, Safe Steps values and encourages diversity, inclusion, and equity in all our services, programs, and practices.
- Safe Steps is a child safe organisation and is committed to ensuring the safety and wellbeing of all children, including those identifying as LGBTQIA+ at all times. All Safe Steps services, programs and practices are in compliance with Victoria’s Child Safe Standards.
- Safe Steps recognises that risk management, and the sound and effective implementation of a risk management strategy with associated tools and plans, is a key process in a best practice framework at all levels of the organisation. We are committed to the implementation and maintenance of a formal risk management system in order to provide a sound quality and governance framework that aligns with the Australian Standard for Risk Management (AS/NZS ISO 31000:2018) and ensures there are linkages between risk management and decision making, there is clearly articulated accountability, and there is mandate and commitment from all key staff in the organisation.
- Safe Steps is committed to the principles of continuous quality improvement (CQI) in all aspects of its operations, service delivery and governance. We place the highest priority on the safety and wellbeing of those we support and provide services to.
- All offers of employment are subject to satisfactory background checks including a National Police Check (including international police check if resided continuously in an overseas country for 12 months or more in the last ten years), Working with Children Check, disclosure of previous or current disciplinary action, referee checks, proof of eligibility to work in Australia and qualification checks.
- Where background checks are not to the satisfaction of Safe Steps in its absolute discretion, the offer of employment may be retracted or terminated.
- If you are offered employment with Safe Steps, you will be required to disclose full details of any pre-existing injuries or illness that may be affected by the work and/or undergo a health assessment. The disclosure/health assessment is conducted to ensure you have the health and mental capacity to meet the requirements of the position and to identify any adjustments that may need to be made in the workplace. Non-disclosure of a pre-existing injury or illness which might be affected by the nature of the proposed employment, could result in that injury or illness being ineligible for future compensation claims.

6. REMUNERATION

An attractive salary based on skills and experience will be offered. Salary packaging is available.

7. STAFF ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description.

Employee Name	
Employee Signature	
Date	

REVIEW OF THE POSITION DESCRIPTION

This position description is subject to review and may change in accordance with the needs of Safe Steps Family Violence Response Centre, its operations, and its clients and supporters.