



Governance

Position title	Head of Risk, Quality, Compliance & Technology Governance
Classification	Social, Community, Home Care and Disability Services Award 2010 - Level 8. Pay point dependent upon experience.
Salary range	\$138,734.96 - \$144,188.72 Annually. Hourly rate \$70.21 - \$72.97. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office.
Conditions	Employee Bargaining Agreement. A mobile phone and laptop will be provided. Flexible Work Arrangements available. Ongoing contract.
Work location	Office based in Bendigo. Some travel to regional offices will be required.
Team	Corporate Services.
Hours of work	Fulltime - 1.0 FTE, 38 hours per week. The incumbent of this position may be required to work outside standard hours to attend bi-monthly Board or Board Committee meetings as required.
Direct reports	Quality Systems & Accreditation Lead (contract), Administration Officer (contract).
Accountability	Executive Manager, Corporate Services.

Position Purpose

The Head of Risk, Quality, Compliance & Technology Governance is a key strategic leadership position within Corporate Services. Reporting to the Executive Manager, Corporate Services, the role provides organisation wide leadership across quality, risk management, compliance, assurance, technology governance, cyber security, information governance, privacy, emergency management, business continuity and continuous improvement.

The position is responsible for developing, implementing and continuously improving integrated frameworks, systems, controls and organisational capability that support regulatory compliance, organisational preparedness, effective governance, informed decision making and sustainable organisational performance.

Working collaboratively with organisational leaders, committees, regulators, accreditation bodies, managed Information & Technology Providers and external stakeholders, the role ensures

organisational obligations, risks, controls and improvement initiatives are effectively identified, managed, monitored and reported.

The role operates under the direction of the Executive Manager, Corporate Services, who retains oversight and approval of matters escalated to the Executive Leadership Team, Board and Board Committees while the position is responsible for leading the preparation, analysis, monitoring, management and reporting of portfolio matters.

A key focus of the position is the ongoing development and maturity of CNV's Quality Governance Framework, Quality Management System (QMS), Compliance Framework, Risk Management Framework, Business Continuity Framework, Emergency Management Framework and Information & Technology Framework, providing assurance that organisational risks, obligations, controls and critical functions are effectively governed and managed.

The role provides strategic advice, reporting and assurance to the Executive Leadership Team, Board, Board Committees and internal governance committees, including the Internal Quality & Compliance Committee. The position serves as Chair of the Internal Quality & Compliance Committee and acts as a key stakeholder and advisor on organisational quality, risk, compliance, governance and continuous improvement.

The position plays a critical role in supporting the Board, Board Committees, Executive Leadership Team and Quality & Compliance Committee to meet their governance, oversight and accountability obligations.

Key Relationships

INTERNAL

- Board & Board Committees
- Executive Manager, Corporate Services
- Executive Leadership Team
- Senior Managers and Leads across CNV
- Projects & Working Groups
- Internal Quality & Compliance Committee (Chair)
- Direct reports
- Other staff at CNV

EXTERNAL

- Industry Professionals, Stakeholders and Sector Organisations
- Accreditation and Standards Bodies
- Government Departments & Regulators
- Managed Information & Technology Providers

Key Deliverables

The role is accountable for the ongoing development, implementation oversight and continuous improvement of:

- Quality Management & Continuous Improvement
- Organisational Risk Management
- Compliance & Regulatory Management
- Assurance, Audits & Internal Controls



- Technology, Digital, Cyber Security, Information & Governance
- Privacy & Records Governance
- Business Continuity & Emergency Management
- Internal Quality & Compliance Committee Reporting
- Board, Board Committee and Executive Leadership Team Reporting

Key Accountabilities

Key Result Area	Performance expectations
Leadership & Team Management	• Lead, support and develop staff through effective supervision, performance management, coaching and professional development. • Establish priorities and monitor performance to ensure delivery of portfolio objectives and organisational outcomes. • Actively contribute as a member of the Corporate Services Leadership Team. • Attend and contribute to Executive Leadership Team, Board, Board Committees, working group, internal governance committee and other organisational meetings as required. • Lead organisational capability and a positive culture across risk, quality, compliance and governance portfolios through education, coaching and support.
Quality, Assurance & Continuous Improvement	• Lead the development, implementation and ongoing maturity of the Quality Governance Framework, organisational assurance framework and Quality Management System (QMS), including the establishment of systems, processes and controls that strengthen compliance, organisational assurance, quality outcomes and continuous improvement. • Establish and maintain internal controls, desktop auditing, evidence management and assurance processes that provide ongoing assurance that organisational practices, systems and documentation remain compliant, audit-ready and capable of demonstrating conformance with legislative, regulatory, funding, contractual and accreditation requirements at any point in time. • Lead accreditation, audit, assurance, quality reporting and organisational readiness activities. • Drive continuous improvement and organisational learning through audits, desktop reviews, incidents, complaints, feedback, reviews and assurance activities. • Monitor assurance outcomes, audit findings and improvement actions, providing reporting and support to the Quality & Compliance Committee, Executive Leadership Team and Board.



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	Chair the Internal Quality and Compliance Committee, providing strategic advice, governance reporting, assurance and oversight of organisational quality, risk, compliance and continuous improvement performance.
Risk Management	- Lead and continuously improve CNV's Risk Management Framework, ensuring organisational risks are effectively identified, assessed, managed and monitored. - Maintain risk registers, treatment plans and reporting mechanisms, providing risk, compliance and governance advice and reporting to the Executive Leadership Team, Board and Board Committees. - Build organisational capability in risk and compliance management and support leaders to understand, own and effectively manage risks, controls and compliance obligations within their areas of responsibility. - Lead investigations and responses to significant incidents, data breaches and non-compliance matters, including corrective actions, escalation and reporting obligations. - Foster a positive risk culture through education, coaching and support to leaders across the organisation.
Compliance and Regulatory Management	- Lead and maintain the organisational Compliance Framework and associated monitoring, reporting and assurance systems. - Ensure legislative, regulatory, contractual, funding and accreditation obligations are identified, embedded and reported across the organisation. - Coordinate regulatory reporting, audits, reviews, accreditation activities and regulator engagement. - Oversee policy governance and the development, review and maintenance of organisational policies, procedures and frameworks. - Monitor emerging legislative, regulatory and sector developments and support organisational readiness for new or changing obligations. Ensure services are accessible, inclusive, culturally safe, and responsive to diverse community needs.
Technology, Cyber Security & Information & Knowledge Governance	- Lead implementation of the Information & Technology Strategy and the ongoing maturity of technology, cyber security and information governance frameworks and practices. - Provide strategic oversight of technology investments, organisational systems, cyber security initiatives and technology-enabled organisational change, ensuring alignment with organisational priorities. - Partner with CNV's Information & Technology providers as strategic delivery partners and trusted advisors, leveraging specialist expertise to



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	inform technology strategy, cyber security, risk management and governance activities. • Ensure governance, risk, compliance and assurance processes are embedded across technology, cyber security and information management functions. • Monitor and report on technology performance, cyber security risks, provider performance and improvement opportunities to support informed decision-making and continual improvement.
Privacy & Records Governance	• Lead privacy, information governance, records management and knowledge management functions across the organisation. • Ensure compliance with privacy, health records and information management legislation, standards and organisational requirements. • Maintain frameworks, policies and practices supporting the governance, security, accessibility, retention and lifecycle management of information assets and organisational knowledge. • Manage privacy risks, complaints, investigations, data breaches and regulatory notification requirements. • Provide advice, education and support to leaders and staff on privacy, information management and records governance obligations. • Monitor legislative and regulatory developments and implement improvements that strengthen privacy compliance, records governance and information management maturity. • Act as CNV's Privacy Officer and lead organisational responses to privacy and information governance matters.
Business Continuity, Emergency Management and Organisational Preparedness	• Lead CNV's Emergency Management and Business Continuity Frameworks, plans and activities ensuring compliance with legislative requirements, departmental expectations and recognised best practice. • Provide strategic leadership for organisational preparedness, business continuity and emergency management, including oversight of the Emergency Response Team and leadership during emergencies, disasters, critical incidents and major disruptions affecting clients, staff, infrastructure or service delivery. • Lead emergency preparedness, response and recovery activities, including severe weather events, floods, fires, storms, public health emergencies, pandemics, endemic diseases, Heat Health Alerts, training, exercises and organisational readiness initiatives. • Manage emergency response resources, including Fire Wardens, emergency equipment, drills and response arrangements, while monitoring emerging risks and lessons learned to strengthen capability, continuity and recovery outcomes.



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Organisational Leadership and Contribution	- Actively contribute as a senior leader, collaborating across the organisation to strengthen culture, capability and impact. - Model inclusive, adaptive and values-driven leadership that builds trust, connection and shared purpose. - Strengthen CNV's profile and influence through authentic engagement, advocacy and sector leadership.
Other	- Act in the Executive Manager role as required, demonstrating readiness for broader strategic leadership. - Undertake additional responsibilities consistent with the level, scope and purpose of the role.

Competencies

Resilience	Perseveres to achieve goals, copes effectively, remains calm and in control when under pressure.
Negotiation	Ability to negotiate skilfully in difficult situations with staff and the broader service system; to be both direct and diplomatic.
Teamwork	Attend and participates in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision. Work well with others in the pursuit of team goals, share information, support others, show consideration, concern, and respect.
Problem Solving	Capable of discussing and resolving specialist problems. Ability to develop options and resolution to problems.
Interpersonal Skills	The position requires the ability to gain cooperation and communicate with others. Written communication skills -prepare clear and accurate correspondence.
Attention to detail	This position requires a high-level of accuracy and attention to detail.
Behaving with Integrity	Uphold and model the vision and values of CNV treat people fairly and with respect, ability to work within a feminist framework.
Management Accountability and Measuring the Work	Ability to lead skilfully within delegated responsibilities, to clearly assign responsibility for tasks and decisions; set clear objectives and performance requirements; monitor process, progress and outcomes; and design feedback loops into supervision.
Managerial Courage	Ability to provide timely and constructive feedback to staff; make difficult decisions and address practice and performance issues.
Organisational and Time	The position requires skills in managing time, setting priorities, and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most



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Management Skills	efficient way possible within the resources available and within a set timetable.
Shapes and Supports Strategy	Extensive experience in strategic leadership with the ability to enhance service delivery and align to organisational objectives. Sound and proven knowledge of national and state legislative regulatory and compliance requirements of specific work area.
Delivers and Achieves Results	Highly developed analytical and conceptual skills and demonstrated ability to contribute at Executive and Board meetings.
Acts with Courage and Integrity	Demonstrated ability to effectively implement significant cultural and organisational change management programs and initiatives.
Develops and Maintains Relationships and Communicates with Influence	Superior interpersonal and communication skills, both written and verbal, including excellence in relationship building, the ability to liaise and influence at all levels, and high-level expertise in consultation, negotiation, and conflict resolution. Building organisational culture and a focus on achievement through planning, coaching and people development. Clearly articulating organisational objectives and the negotiating of mutually acceptable outcomes. Creating an environment that positively encourages open communication and the discussion of new ideas and initiatives to support the achievement of organisational objectives. Demonstrated commitment and capacity to implementation organisational values, equity principles, diversity inclusion and a healthy and safe workplace culture and environment.

Leadership Capabilities

In line with the CNV Leadership Program, Head of Risk, Quality, Compliance & Technology Governance provides leadership in alignment with CNV's Leadership Program, ensuring a consistent, values-led approach across the organisation. The role actively supports the embedding of agreed leadership language, behaviours and practices into everyday ways of working, strengthening clarity, accountability and connection across teams. Through coaching, modelling and practical implementation, the role fosters a shared understanding of leadership expectations and supports leaders to apply these consistently in decision making, people management and team development.

Key Selection Criteria

Mandatory:

1. Relevant tertiary qualifications in Quality, Risk, Compliance, Governance, Business or a related discipline.
2. Significant senior leadership experience, including a minimum of five years in senior leadership roles, with a demonstrated track record of leading complex organisational governance functions across multiple disciplines, including quality, risk, compliance, governance, business continuity, emergency management, privacy, information and technology governance, including the implementation and oversight of governance frameworks, systems, controls, audit, reporting and assurance activities. Experience limited to a single specialist discipline may not be sufficient.
3. Proven experience leading and developing high-performing teams, including workforce planning, performance management, coaching, capability development and the achievement of organisational outcomes through effective leadership.
4. Demonstrated experience managing regulatory compliance obligations, interpreting legislation, standards, contractual and funding requirements and providing strategic advice to the Board, Board Committees and Executive Leadership Team and senior leaders on governance, risk and compliance matters.
5. Highly developed verbal and written communication skills, including the ability to analyse complex information, prepare high-level reports, governance papers and strategic recommendations and prepare clear, influential advice to the Executive Leadership Team, Board, Board Committees and key stakeholders.
6. Demonstrated ability to build productive stakeholder relationships, influence outcomes and lead organisational change.
7. Commitment to CNV's vision and philosophies, with an understanding of CNV's feminist values and the ability to consistently demonstrate and role model the highest standards of ethical, professional and accountable leadership.



Application Process

To be considered for this role, you will need to provide a cover letter and current resume.

Applicants will be assessed against the Key Selection Criteria listed in the Position Description.

Find information about the Application Process on the Careers page of our website

<https://www.cnv.org.au/job-application-process>

Application close: 5pm 16 October 2026.

Note: we will review applications as they come in and may close the advertisement earlier.

CNV is an Equal Opportunity Employer; values diversity and encourages applications from Aboriginal and Torres Strait islander people, people living with disabilities and culturally and linguistically diverse backgrounds.

Further information regarding employee benefits, organisational overview and further job opportunities can be found on the Careers page of our website www.cnv.org.au

Any enquiries can be directed to the People and Culture team on 03 5430 3000 or by email vacancies@cnv.org.au

Other Requirements

Requirements	Performance expectations
Mandatory prior to commencement	• All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check if resided continuously in an overseas country for 12 months or more in the last 10 years). • A current Employee Working with Children Check (WWCC) card is required and must be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment. • All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process. • Applicants are required to provide a certified copy of relevant Qualifications. • Employees must hold a valid Australian driver's licence to drive CNV fleet vehicles.



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Eligibility and the Right to Work and Live in Australia	To be considered for employment at the Centre for Non-Violence (CNV) you are required to have Australian citizenship or to be a permanent resident of Australia or have a valid visa that provides work rights. You can gain employment with CNV if you are: • An Australian citizen – a birth certificate, citizenship certificate or current passport is proof of eligibility. • A non-citizen with a valid visa that provides work rights – a current passport containing the visa is proof of eligibility. As the visa has an expiry date, non-citizens can only engage in casual, temporary or fixed term roles that do not extend beyond the expiry date. Documents that are a proof of Right to Work: • Australian Passport. • Full Australian Birth Certificate and a form of photo ID. • Australian Citizenship Certificate. • Certificate of evidence of resident status. • Valid visa with work rights.
Cultural and Child Safety Statement	• CNV is a child safe organisation. We are committed to the safety, participation, and empowerment of all children and young people that engage with our organisation, including but not limited to individuals who identify as Aboriginal and Torres Strait Islander, Culturally and/or linguistically diverse, Gender diverse and/or same sex attracted and People with a disability.
CNV Board Statement of Commitment	• We recognise and acknowledge Aboriginal and Torres Strait Islander peoples as the First Nations people of these lands and waterways. • We acknowledge Aboriginal and Torres Strait Islander peoples' sovereignty, and sacred connection to the lands and waterways and we celebrate their strong and enduring cultures, identities, and self-determination. • We are sorry for the endured trauma and torment of powerlessness inflicted on Aboriginal and Torres Strait Islander peoples as a result of the ongoing impact of colonisation, systemic discrimination, and white privilege. • We accept and acknowledge the invitation to walk with Aboriginal and Torres Strait Islander peoples, and strongly support the Uluru Statement from the Heart, constitutionally enshrined Voice to Parliament and the call for a Makarrata Commission to supervise agreement, treaty, and truth-telling about our history. • We uphold the unique human rights of Aboriginal and Torres Strait Islander peoples as outlined by the United Nations Declaration of the



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	Rights of Indigenous Peoples and seek a future where they have power of their voice, rights, destiny, and their children flourish.
Cultural Safety in the Workplace	• CNV recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge, and experience to the workplace. They also contribute important insight into how CNV can provide for and engage with Indigenous clients and communities more effectively.
Commitment to CNV's vision and Philosophies	• Champion and act as an advocate for the highest standards of ethical and professional behaviour. • Strong commitment to CNV's vision, feminist values and principles including an understanding of the role and impact of gender and other inequalities in relation to family violence.
Our commitment to diversity and inclusion	CNV strives to be an inclusive, safe, and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to: • Aboriginal and Torres Strait Islander. • LGBTIQ+. • People with disabilities. • People from diverse cultural and linguistic backgrounds. • People of all ages. • People with caring responsibilities. • People with diverse religious beliefs or affiliations. All CNV employees, contractors and volunteers are required to: • Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination. • Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity. • Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager. • Participate in and contribute to training, events, and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion. • Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.



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Occupational health & safety (OHS)	CNV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces. In achieving and maintaining workplace health and safety, CNV will apply best practice in OHS in accordance with statutory obligations at all times. All CNV employees, contractors and volunteers are required to: • Take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and CNV's OHS policies and procedures. • Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others. • Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace. • Report all injuries, illness or 'near misses' to their supervisor or manager. • Participate in relevant health and safety training based on roles and responsibilities. • As required, participate in the development and implementation of specific OHS hazard and risk management strategies. CNV strongly recommends (but does not mandate) that all employees maintain their COVID-19 vaccination status in accordance with ATAGI advice. In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors, and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training, and reporting systems.
Risk Management	• Follow all CNV policies and procedures in relation to risk management. • Conduct risk assessments. • Demonstrate an understanding of, and a commitment to, CNV's Risk Management Framework. • Report all hazards and incidents of which they become aware. • Follow all CNV policies and procedures in relation to risk management. • Raise concerns and/or complaints in a constructive manner, including identifying possible solutions. • Educate and monitor staff knowledge and practice regarding Risk Management through the provision of induction/probation information, instruction, training, and supervision.



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	• Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager. • Champion and act as an advocate for the highest standards of ethical and professional behaviour.
Privacy	• CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principles (APPs) and is committed to protecting the information it collects, monitoring its use and maintaining its integrity. Therefore, any information collected will be solely for the primary purpose intended and will be destroyed when no longer required. • Ensure all Privacy and Data Security practices as outlined in policy are being maintained by staff through the provision of induction/probation information, instruction, training, and supervision.
Use of Confidential Information	Employees shall not use confidential information to gain advantage for themselves or for any person or body, nor shall they use this information improperly to cause harm to any person, body or CNV. Both during and after employment with CNV, employees must: • Not communicate confidential or private information to third parties. • Not make use of any information gained through employment at the Centre for Non-Violence Inc for any purpose other than the discharge of official duties. • Only access personal records, files, and information to facilitate direct work.

Position Description Changes

This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of CNV's goals and priorities, activities or focus of the job. The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.