

QUALITY, RISK AND COMPLIANCE COORDINATOR

Quality, Risk and Compliance

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Quality, Risk and Compliance Coordinator
PROGRAM:	Quality, Risk and Compliance
LOCATION:	Metropolitan Melbourne and surrounding suburbs
REPORTING RELATIONSHIPS:	This position reports directly to the Quality, Risk and Compliance Lead This position doesn't have any direct reports
EFFECTIVE DATE:	September 2026

Position Purpose

- To support the controlled documents process, including liaising with and providing support to senior staff to review and maintain their documents
- To coordinate the incident reporting process, including maintenance of the incident register, and supporting trend analysis and root causes analysis processes
- To support an effective quality framework within Jesuit Social Services that exceeds relevant service standards and strengthen an improvement culture within the organisation

Program Purpose

Central Office

Jesuit Social Services engages with people from diverse backgrounds experiencing complex problems, including those associated with mental illness, substance misuse, family breakdown, offending behaviour, homelessness, unemployment, poverty and social exclusion.

Jesuit Social Services operates a range of programs for disadvantaged young people, families and communities from various operational sites.

Finance and Organisational Processes

Finance and Organisational Processes directorate is responsible for financial administration, operations, risk and compliance, and ICT of Jesuit Social Services and is located at Central Office.

Duties of the position

- Coordinate incident reporting across the organisation, including maintenance of the incident register, and preparation of initial analysis and reporting
- Coordinate the Quality Risk, Compliance & Policy Committee, prepare agendas and meeting minutes.
- Maintain the controlled documents register, including liaising with senior staff as documents become due for review, and managing the process for document updates
- Support the organisation's quality framework by assisting with quality assessments and preparation of documentation for accreditation/s.
- Provide support to staff teams to engage with quality improvement processes, to identify opportunities, implement improvements and foster a culture of continuous quality improvement.

Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in quality management or related field.
2. Demonstrated experience in proactively analysing data, and providing qualitative information and reporting.
3. Experience in drafting and reviewing organisational policies and procedures (controlled documents)
4. Intermediate Excel and Word skills

5. Ability to conduct oneself and undertake role responsibilities in a way which reflects and upholds the organisation's identity and ethos (as encapsulated in our purpose, vision, mission and values).
6. Capacity to engage in reflective processes that are aimed at strengthening and deepening a collective commitment to the organisation's identity and ethos |

Key Performance Indicators |

- Organisational policies and procedures reviewed as required
- Incident management system and associated reporting completed as required
- Active participation in the Quality, Risk, Compliance and Policy Committee
- Proactive analysis and recommendations provided across all areas of responsibility |

Key responsibilities of Jesuit Social Services Employees

Our organisational identity and ethos

The work of Jesuit Social Services is informed by Catholic Social Teaching and our Jesuit tradition of respecting the preciousness of each human being, walking with the disregarded, and caring for the earth.

All employees are responsible for:

- Demonstrating an understanding of, and a capacity to uphold Jesuit Social Services' organisational identity and ethos (as encapsulated in our purpose, vision, mission and values) in the execution of their role responsibilities.

Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders
- Deliver services consistent with shared services guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Teamwork and supervision

- Work effectively as part of a team, contributing to group outputs
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities. |

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes

- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity and Inclusion

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Ecological Justice

Jesuit Social Services is committed to ecological justice, which is the intersection of social and environmental justice. We strive to protect, nurture and restore healthy and equitable relationships between people, place and planet which, when damaged, lead to disadvantage, poverty, inequality, prejudice, and exclusion. This commitment is embedded in our organisational culture, program practice, advocacy and our business processes.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

POSITION DESCRIPTION



Position Description Approved by:
Executive Director Finance and
Organisational Processes

Position Description Review Date:
September 2028