

Position Description

Quality Improvement & Projects Lead

Authorisation: Business Services Manager

Date: October 2026

Position summary

The Quality Improvement and Projects Lead is a key role in shaping the next phase of Courage Collective's organisational development. Reporting to the Business Services Manager, the role turns improvement priorities into practical change, strengthening systems and processes, driving projects through to completion, and working with leaders and staff to make sure new ways of working are understood, adopted and sustained.

This position will be fixed term part time, 22.8 hrs per week. The role will be based in our head office, however work from refuge sites is expected.

Duration

Until late August 2027

Classification

SCHADS Level 5. All employee conditions at Courage Collective Family Violence Services are underpinned by the GMI Enterprise Agreement.

Location

Northeast/Northwest Melbourne (locations undisclosed until appointment is made). This role is required to work across all Courage Collective sites.
Hybrid arrangement is available.

Screening and external authorisation requirements

Working with Children's Check (WWCC)
National Police Check
International Police Check (If applicable)
Evidence of the Right to Work in Australia

Reports to

Business Services Manager

Working relationships

Business Services Manager
CEO
Client Services Manager
Business Services Team
Case Managers, Support Workers, internal specialist roles



About Courage Collective

Courage Collective is funded by the Victorian Government to deliver supported accommodation and client support to victim-survivors of family violence. As part of Victoria's 24/7 family violence crisis response system, we provide immediate access to safe accommodation, intensive case management, and tailored therapeutic programs. Our services support adults, young people, and children to achieve safety, stability, and recovery from family violence.

Our Vision

People, communities, and cultures thriving beyond violence.

Our Purpose

To create pathways to safety and healing for victim-survivors of family violence through inclusive services, unwavering advocacy, and transformative support.

Our Values

Our values are **empowering, courageous, collaborative, and innovative**. These are supported by our enablers: **Lived experience, a trauma-informed approach, and intersectional feminism**.

Find out more in our [2026-2031 Strategic Plan](#).



Purpose of the Position

Courage Collective has been through a significant period of change and organisational transformation, with new systems, frameworks, processes and ways of working introduced across the business. The Quality Improvement and Projects Lead is a key role in helping Courage Collective embed these changes, strengthen what is already in place and continue to drive practical improvement as the organisation evolves.

Working closely with the Business Services Manager, leadership and staff, the role will turn agreed priorities into practical actions and see them through from planning to implementation, review and refinement. A strong focus will be on follow through, making sure improvements are not only developed, but understood, adopted and embedded in day-to-day practice.

The role will work across quality improvement, regulatory readiness, projects, reporting, policy, systems and process improvement. It will involve engaging staff in change, identifying barriers and emerging risks, developing practical solutions, and using feedback and data to assess whether changes are working as intended.

Key Result Areas	
Area	Roles and Responsibilities
Project and Process Improvement	- Plan and coordinate assigned organisational projects from implementation through to review. - Identify opportunities to improve or streamline workflows, systems and digital processes, including appropriate use of AI and automation. - Coordinate the development, testing and implementation of approved digital tools, forms and process improvements. - Monitor milestones, risks and dependencies, and support effective implementation and change
Quality Improvement and Regulatory Readiness	- Coordinate cross functionally agreed organisational quality improvement priorities and action plans, including Social Services Standards and Rainbow Tick actions. - Develop and improve practical systems, processes, tools and resources that support quality and regulatory readiness. - Monitor implementation, identify gaps, risks or emerging issues, and make recommendations for improvement.
Performance and Reporting	- Refine processes and analyse complaints, incidents, feedback and other organisational information to identify trends, risks and improvement opportunities - Enhance and maintain dashboards and coordinate information for management and Board reporting. - Provide clear analysis, progress reporting and recommendations to support decision-making.
Policy Management	- Maintain the organisational Policy Register and coordinate policy and procedure review processes. - Support the development, consultation and implementation of organisational policies, procedures and supporting resources.

Key Selection Criteria	
Skills, knowledge, and qualification requirements	Essential - Experience in project coordination, quality improvement, business improvement or a related role. - Strong organisational, analytical and problem-solving skills. - Ability to manage projects and improvement activities from planning through to implementation and review. - Strong written and verbal communication skills. - Ability to work independently, manage competing priorities and follow through on agreed actions.

	- Confidence using digital systems and technology to improve processes and ways of working. Desirable - Relevant tertiary qualification. - Experience in a regulated community services or not-for-profit environment. - Experience with accreditation, reporting, digital improvement, AI or automation.
Attributes	- Practical and solutions-focused. - Organised, adaptable and reliable. - Curious and improvement-minded. - Strong people skills, with the ability to engage others, influence constructively and build buy-in for change. - Collaborative and approachable. - Comfortable working across both detail and the bigger picture. - Strong follow-through and attention to quality

Inherent Physical and Psychological Demands	
Activity	Frequency (Daily, Regular, Occasional)
Managing competing priorities and deadlines	Daily
Exposure to work-related pressure and competing demands	Daily
Managing sensitive employee matters, including confidential information and difficult conversations	Occasional
Office and computer-based work	Daily
Travel between sites	Regular
Light physical activity (e.g. walking between areas, stairs, filing)	Regular
Exposure to complex or emotionally sensitive situations	Occasional



Organisational accountabilities (applicable to all employees)

Child Safety

Courage Collective has zero tolerance of child abuse, and all allegations and safety concerns will be taken seriously and consistently through our Child Safety and Wellbeing procedures. Courage Collective has a legal and moral obligation to contact authorities when we are worried about a child's safety.

The Child Safe Standards Victoria (2022) provide a consistent approach to keeping children and young people safe. Courage Collective applies the Standards across all aspects of what we do when we support children and their families. All Courage Collective staff are required to remain compliant with our Code of Conduct, Child Safety and Wellbeing Policy, Child Safety Statement, and related procedures.

All children that enter Courage Collective services are supported to express their culture and enjoy their cultural rights. We actively encourage children to be involved in decisions about their care and support and encourage their feedback about our services.

Health and Safety (H&S) and Wellbeing

Comply with the requirements of the Victorian Occupational Health and Safety (OHS) Act 2004, related H&S procedures and procedures developed by Courage Collective, including to:

- Work in a manner that considers and enhances the health, safety, and wellbeing of self and others.
- Report to work fit for duty and not negatively affected by alcohol, drugs, medication, or other substances.
- Ensure that all work areas are maintained in a safe condition.
- Identify, report, and record all safety hazards, incidents, and injuries.
- Participate in H&S training, consultation and communication meetings where required.
- Actively assess, manage and where possible mitigate workplace risk.

Continuous Quality Improvement (CQI)

- Become familiar with and adhere to Courage Collective's policies, procedures, and Code of Conduct.
- Contribute to or participate in Courage Collective's Quality Improvement activities and implement quality improvement strategies into work practices.
- Attend supervision, job-specific and organisation-wide training, meetings, working groups and conferences as required.

- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.
- Strive for and promote continuous quality improvement across the organisation.

Diversity and Inclusion

- Always demonstrate respect and acceptance of diversity.
- Interact with Courage Collective clients, staff and other stakeholders in a manner that is inclusive, respectful, and non-discriminatory.
- Act in a way that is culturally safe and appropriate.

Respectful Relationships

- Facilitate kind, respectful working relationships with Courage Collective staff, clients, and all internal and external stakeholders through clear communication and a willingness to work towards the prompt resolution of any concerns.

Equal Opportunity Exemption

Courage Collective is exempt from the provisions of the Equal Opportunity Act 2010. Applications for this position will only be considered for people who identify as women and/or trans and gender diverse. Courage Collective is unable to consider applications from people who identify as cis male. We strongly encourage people from culturally diverse, LGBTQIA+, mature age or Aboriginal and Torres Strait Islander backgrounds to apply.

Position agreement	
I have read, understand, and agree to undertake the position as outlined in this position description.	
Position holder name	
Position holder signature	
Date	