

Position title	Quality Systems & Accreditation Lead
Classification	Social, Community, Home Care and Disability Services Award 2010 - Level 6. Pay point dependent upon experience.
Salary range	Hourly rate \$57.12 to \$59.65. 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. Fixed term contract for 3.5 years.
Work location	Office based in Bendigo.
Team	Corporate Services.
Hours of work	Full-time - 38 hours per week, 1.0 FTE. Some out of hour's work may be required.
Direct reports	NIL.
Accountability	Head of Risk, Infrastructure & Administration.

Position Purpose

The Quality Systems & Accreditation Lead plays a pivotal role in driving continuous improvement and ensuring organisational compliance with key regulatory and accreditation standards. This role is responsible for strengthening and embedding a comprehensive Quality Framework that ensures best practice, promotes a culture of quality, safety and inclusion, and supports consistent service delivery across the organisation. This position coordinates quality assurance activities including accreditation processes, policy and procedure governance, legal and regulatory compliance and privacy frameworks. The role will have a strong focus on coordinating streamlined and sustainable compliance of our key requirements including but not limited to organisational alignment with Social Services Standards and Child Safe Standards and our first accreditation process for Rainbow Tick Standards.

Key Relationships

INTERNAL

- Head of Risk, Infrastructure & Administration

EXTERNAL

- DFFH
- Sector partners and organisations

- Executive Leadership Team Senior Managers
- CNV staff
- Professional advisors
- Solicitors and other industry professionals

Key Accountabilities

Key Result Area	Performance expectations
Quality Assurance	• Develop, implement and maintain CNV's quality management approach including strengthening a Quality Framework that ensures best practice, promotes a culture of quality, safety and inclusion, and supports consistent service delivery across the organisation. • Coordinate the registration, alignment, implementation and ongoing compliance with relevant standards. This will involve ensuring organisational alignment with the Victorian Social Services Standards and Child Safe Standards, and leading the organisation's accreditation process for Rainbow Tick Standards. • Work cross-functionally to develop and implement an integrated quality framework including completion of self-audits, development of an audit readiness plan and support with organisational wide education. • Be the key liaison with accredited bodies and keep abreast of sector accreditation standards, operating legislation and ensure statutory compliance including reviewing and updating relevant frameworks, policies and processes. • Enhance CNV's continuous quality improvement awareness culture and support staff to understand the importance of quality assurance processes. • Provide expert guidance to leadership and staff on interpreting and applying quality standards across service delivery and operational functions. • Manage quality-related projects that may be initiated from time to time, including scoping, planning, implementation and evaluation.
Compliance	• Develop and maintain audit programs that support compliance with internal and external quality standards and/or best practice. • Analyse audit findings and quality data to identify trends, risks and opportunities for improvement. • Be responsible for the development, evaluation and improvement of policies, procedures and frameworks to ensure legislative, regulatory and registration compliance across all areas of Corporate Services.

	• Coordinate the policy review program to ensure accurate, up to date and version-controlled policy and procedure documentation across the organisation. • Advise on risk mitigation strategies related to compliance and quality assurance, ensuring alignment with CNV's strategic objectives. • Support the Head Risk, Infrastructure & Administration to maintain CNV's law compliance framework, including identification of key legislative and regulatory changes and relevant internal updates to ensure compliance.
Privacy & Data Protection	• Support the Head Risk, Infrastructure & Administration to ensure the organisation's approach to privacy and data protection is compliant and adheres to best practice standards, including developing and maintaining privacy related policies and procedures. • Assist the Head Risk, Infrastructure & Administration to fulfil their role as Privacy Officer including supporting privacy-related risk assessments, investigations or reporting requirements. • Ensure organisational data, privacy and security frameworks and policies are updated and maintained in portfolio/delegated areas of operation.
People Management, Teamwork & Communication	• Maintain and develop effective working relationships within the organisation and resolve any conflict in accordance with CNV's policies, procedures and values. • Contribute to innovation and improvement in all quality functions with a clear focus on client outcomes and accreditation standards. • Be available to undertake Acting Head of Risk, Infrastructure & Administration duties from time to time, as requested.
Other Duties as Required	• Undertake other duties which are appropriate to the level of the position, as directed by the Head of Risk, Infrastructure & Administration.

Competencies

Decision-making	Identifying and understanding problems and opportunities by gathering, analysing and interpreting quantitative and qualitative information; choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions; taking action that is consistent with available facts and constraints and optimises probable consequences.
Teamwork	Works well with others in the pursuit of team goals, shares information, supports others, shows consideration, concern and respect. Attends and

	participates in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision.
Planning and Organising	Establishing an action plan to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources.
Communication Skills	Be able to deliver clear, concise and accurate verbal and written updates, including presentation of reports to management or external stakeholders.
Analytical Skills	Utilisation of advanced analytical and planning skills in reaching decisions and proposing recommendations. Demonstrated analytical and conceptual skills.
Emotional Intelligence	Establishing and sustaining trusting relationships by accurately perceiving and interpreting own and others' emotions and behaviour; leveraging insights to effectively manage own responses so that one's behaviour matches one's values and delivers intended results.
Building Partnerships	Developing and leveraging relationships within and across work groups to achieve results.
Facilitating Change	Encouraging others to implement better approaches to address problems and opportunities, managing the implementation and acceptance of change within the workplace.
Delegation and Empowerment	Identifying and leveraging opportunities to accelerate results and build capability by assigning tasks and decision-making responsibilities to individuals or teams with clear boundaries, expectations, support and follow-up.
Managing and Measuring Work	Ability 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.

Leadership Capabilities

Application of Values	Leads and inspires others with self-awareness of our biases and how they may contribute to perpetuating structural and systemic inequality.
Decision Making	Allows for collaborative decision making and is open about the information used to make those decisions.
Transparency, Accountability & Excellence	Recognises own role in achieving goals and contributes to the delivery of team objectives.
Change Management	Model flexibility remains accessible and optimistic, and keeps the team focused through periods of uncertainty. Gains commitment for ongoing change through clear and authentic communication which inspires collective ownership.

Position Description

Quality Systems & Accreditation Lead



Collaboration & Partnerships	Encourages staff to think and act cooperatively, actively seeks opportunities to break down silos, and build cross team collaboration.
Nurturing Talent	Supports team members to build emotional self-awareness.
Knowledge	An understanding of broader CNV strategic priorities, and how these are achieved through the team's day to day work. Knowledge of OH&S and HR process.
Empower & Inspire	Shares credit for team success and actively works to celebrate achievement. Supports others to learn from mistakes.
Communication	Accessible, easy to approach and makes time to listen and reflect.
Diversity & Inclusion	Understands the value of diverse perspectives and supports diverse approaches that enable all individuals to participate to the best of their ability. Leverages individual differences to achieve success.
Workplace Environment	Shows empathy and applies strengths-based solutions to staffing matters, building a safe space for difficult conversations. Proactively works to anticipate and resolve issues that impact wellbeing.

Key Selection Criteria

Mandatory:

1. Relevant tertiary qualifications in Quality Management and Improvement, Quality Assurance, Compliance Management or associated discipline at degree level or above, or 3-5 years' experience in a quality assurance, compliance, or policy role within the social services, health, or community sector.
2. Demonstrated experience in supporting organisations in quality assurance, including developing and managing quality frameworks, conducting internal audits, and coordinating external reviews or accreditation of sector relevant standards.
3. Ability to interpret, ensure compliance with, and provide advice on relevant legislative, regulatory, and contractual compliance obligations.

Essential:

4. Strong knowledge and understanding of Social Services Standards, Child Safe Standards and Rainbow Tick Standards.
5. Strong communication skills with the ability to work collaboratively and proactively with management, team leaders, and staff at all levels.
6. Demonstrated ability to develop, review, and implement high quality organisational policies and procedures aligned with legislation and best practice.

7. Experience in building or improving an organisational quality culture and staff awareness of the importance of continuous quality improvement.
8. Knowledge of privacy legislation, information governance practices, and the ability to provide guidance on data protection, confidentiality, and secure information handling.

Desirable:

9. An understanding of and support for the feminist philosophy and principles of CNV and an ability to work in accordance with policies and procedures to promote the values of CNV.

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: 14th November 2025.

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 license to drive CNV fleet vehicles.
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 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.
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. • 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.