



<b>Position title</b>	Programs and Services Compliance Lead
<b>Classification</b>	Social, Community, Home Care and Disability Services Award 2010 - Level 6. Pay point dependent upon experience.
<b>Salary range</b>	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.
<b>Conditions</b>	Employee Bargaining Agreement. A mobile phone and laptop will be provided. Flexible Work Arrangements available. Fixed term contract for 2 years
<b>Work location</b>	This role location is flexible and could be located at any one of the CNV offices based in Bendigo (Pall Mall), Echuca, Kyneton or Maryborough.
<b>Team</b>	Program and Services
<b>Hours of work</b>	Part-time - 30.4 hours per week, 0.8 FTE. Some out of hour's work may be required.
<b>Direct reports</b>	NIL.
<b>Accountability</b>	Executive Manager, Programs and Services.

## **Position Purpose**

This role supports Programs and Services to maintain compliance with relevant standards, funding body requirements and CNV policies relating to complaints, emergency preparedness and management and to ensure a timely response to any court requests for files or witnesses. A key priority for this role will be ensuring that Programs and Services have strong systems in place to support quality assurance activities including alignment with the Social Services Standards, Child Safe Standards, the Code of Practice: Principles and Standards for Specialist Family Violence Services for Victims Survivors, Men's Behaviour Change Standards and our first accreditation process for Rainbow Tick Standards.

## **Key Relationships**

### INTERNAL

- Programs and Services Management team
- Response and Recovery Leadership team

### EXTERNAL

- Family Safety Victoria and the Department of Families, Fairness and Housing
- Other relevant funding bodies

- Corporate Services, particularly the Head of Risk, Infrastructure and Administration and the Quality Systems & Accreditation Lead
- Courts and justice systems where required
- CNV clients

**Key Accountabilities**

Key Result Area	Performance expectations
<p><b>Compliance with Relevant Australian Standards and Quality Assurance</b></p>	<ul style="list-style-type: none"> <li>• Lead and ensure organisational compliance with relevant Australian and sector-specific standards, including Social Service Standards, Child Safe Standards, and Victims of Crime Principles, and play a central role in supporting and progressing Rainbow Tick accreditation.</li> <li>• Lead and ensure organisational compliance with relevant family violence sector standards.</li> <li>• In partnership with Senior Managers, undertake ongoing assessment of organisational practice against applicable standards to evaluate alignment, system effectiveness, and areas for continuous improvement.</li> <li>• Collaborate closely with the Quality Systems &amp; Accreditation Lead to design, strengthen, and implement systems and processes required for achieving and maintaining Rainbow Tick accreditation.</li> <li>• Proactively identify gaps in compliance and lead the development, implementation, and refinement of systems, policies, and procedures to strengthen organisational alignment with regulatory and accreditation requirements.</li> <li>• Conduct regular, structured reviews of existing systems and frameworks to confirm they remain effective, fit for purpose, and aligned to current standards, and to identify opportunities for improvement.</li> <li>• Work collaboratively with internal stakeholders across Programs and Services to sustain and continuously enhance CNV’s quality, risk, and standards-compliance framework.</li> <li>• Champion and embed a continuous quality improvement culture, raising awareness of compliance obligations and best-practice standards across the organisation.</li> <li>• Lead and coordinate the client file audit program, including selection of files, allocation to audit team members, collation and analysis of findings, and development, implementation, and monitoring of action plans to address identified gaps.</li> </ul>

<p><b>Legislative Compliance</b></p>	<ul style="list-style-type: none"> <li>• Ensure awareness and understanding of current and emerging legislation, regulations, and statutory requirements relevant to Programs and Services</li> <li>• Support the Executive Manager, Programs and Services by reviewing legislative changes, considering potential organisational impacts, and assisting with the coordination of required internal updates.</li> <li>• In conjunction with the Programs and Services Management team, promote understanding of legislative obligations and relevant updates across Programs and Services, supporting informed and compliant service delivery.</li> </ul>
<p><b>Acquittals and Data Reporting</b></p>	<ul style="list-style-type: none"> <li>• Coordination of funding body reporting requirements in conjunction with the Programs and Services Management team and other relevant stakeholders.</li> <li>• Manage the collection, collation and submission of funding related data, including monthly service delivery tracking, brokerage acquittals, annual acquittals and other reporting requirements as required by funding bodies.</li> <li>• Monitor data trends and performance, identifying any unusual variations or areas of low performance, and provide clear, timely advice to the Executive Manager on risks, issues, and emerging concerns.</li> <li>• Maintain and refine the systems and processes that support Programs and Services to effectively capture, manage, and report data.</li> <li>• In conjunction with the Programs and Services Management team support approaches to addressing low performance.</li> </ul>
<p><b>Complaints Management, Analysis and Reporting</b></p>	<ul style="list-style-type: none"> <li>• Coordinate the investigation and response to complaints received from clients and the community related to service provision, including logging complaints, responding to complaints, or identifying an appropriate management response.</li> <li>• Tracking complaints management and ensuring all complaints are managed consistently and within the bounds of the CNV policy.</li> <li>• Prepare regular, high-quality reports that analyse complaint themes, trends, and underlying issues, highlighting system gaps, emerging risks, and opportunities for service and system improvement.</li> </ul>
<p><b>Subpoenas and Court Requests</b></p>	<ul style="list-style-type: none"> <li>• In conjunction with the Executive Manager, Programs and Services coordinate the Programs and Services response to subpoenas, witness summons and other court or justice related matters.</li> <li>• Set up communication and coordination systems to respond to subpoenas and court requests in a timely manner, undertaking the administrative preparation of files, supporting any file redaction and</li> </ul>

	<p>preparing correspondence to the courts, as guided by Senior Management.</p> <ul style="list-style-type: none"> <li>• Maintaining the subpoena register and providing regular reports to the Executive Manager, Programs and Services regarding subpoenas.</li> </ul>
<b>Client Incident Management</b>	<ul style="list-style-type: none"> <li>• Work with the Programs and Services Management team to ensure that CNV fulfills its responsibilities for reporting and managing client incidents through the DFFH Client Incident Management System and to the Social Services Regulator, where required.</li> <li>• Develop, maintain, and oversee the Client Incident Register and associated internal reporting mechanisms, ensuring incidents are captured accurately, reported appropriately, and used to support learning, risk management, and service improvement.</li> </ul>
<b>Emergency Preparedness and Management</b>	<ul style="list-style-type: none"> <li>• In collaboration with the Senior Manager, Response and Recovery, ensure client systems, aligned to DFFH requirements and CNV Emergency Preparedness procedures are updated regularly, and that staff training is maintained, and plans and procedures are current.</li> <li>• Undertake regular reviews of client information systems to ensure records are current, accurate, and reliable, and that CNV is well prepared to respond effectively in emergency situations.</li> <li>• Identify gaps and opportunities in the development and delivery of training for Response and Recovery Programs staff, and contribute to improvements that strengthen capability, confidence, and service readiness.</li> </ul>
<b>Privacy and Data Security</b>	<ul style="list-style-type: none"> <li>• Provide support to the Privacy Officer in identifying, assessing, investigating, and reporting privacy or data security incidents arising within Programs and Services.</li> <li>• Promote and sustain a strong understanding across Programs and Services of privacy and data protection obligations, good practice, and awareness of reportable incidents.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Other ad hoc duties as required.</li> </ul>

**Competencies**

<b>Decision-making</b>	<p>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.</p>
<b>Teamwork</b>	<p>Works well with others in the pursuit of team goals, shares information, supports others, shows consideration, concern and respect. Attends and</p>

	participates in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision.
<b>Planning and Organising</b>	Establishing an action plan to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources.
<b>Communication Skills</b>	Be able to deliver clear, concise and accurate verbal and written updates, including presentation of reports to management or external stakeholders.
<b>Analytical Skills</b>	Utilisation of advanced analytical and planning skills in reaching decisions and proposing recommendations. Demonstrated analytical and conceptual skills.
<b>Emotional Intelligence</b>	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.
<b>Building Partnerships</b>	Developing and leveraging relationships within and across work groups to achieve results.
<b>Facilitating Change</b>	Encouraging others to implement better approaches to address problems and opportunities, managing the implementation and acceptance of change within the workplace.
<b>Delegation and Empowerment</b>	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.
<b>Managing and Measuring Work</b>	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**

<b>Application of Values</b>	Leads and inspires others with self-awareness of our biases and how they may contribute to perpetuating structural and systemic inequality.
<b>Decision Making</b>	Allows for deep enquiry and collaborative decision making and is open about the information used to make those decisions.
<b>Transparency, Accountability &amp; Excellence</b>	Recognises own role in achieving goals and contributes to the delivery of team objectives.
<b>Change &amp; Transformation</b>	Models agility, remains accessible and positive and keeps the team focused and well informed through periods of uncertainty. Builds resilience and gains commitment for change and transformation through clear and authentic communication which inspires collective ownership.

<b>Collaboration &amp; Partnerships</b>	Encourages staff to think and act cooperatively, actively seeks opportunities to break down silos, and build cross team collaboration.
<b>Nurturing Talent</b>	Supports team members to build emotional self-awareness.
<b>Knowledge</b>	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.
<b>Empower &amp; Inspire</b>	Actively works to celebrate achievements. Recognises and acts on performance at all levels.
<b>Communication</b>	Listens, leads and communicates with an open mind, and a lens of head, heart and body.
<b>Diversity &amp; Inclusion</b>	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.
<b>Workplace Environment</b>	Applies strengths-based solutions to staffing matters, building a safe space for all staff. Proactively works to anticipate and resolve issues that impact staff safety, and provide a team environment of clarity, trust or impact.
<b>Equality &amp; Power Sharing</b>	Approaches conversations with a view to reaching, where possible, collective decisions and agreements, encouraging contributions from all team members.

## 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 experience in a quality assurance, compliance, practice or policy roles within the social services, health, or community sector.
2. Experience working in specialist family violence, or other social services, with a focus on compliance, risk management, procedures and policy development.
3. Strong understanding of and experience with quality management systems, continuous improvement and high-level reporting.

### **Essential:**

4. Strong knowledge and understanding of Social Services Standards, Child Safe Standards and Rainbow Tick Standards and specialist family violence principles and 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. Effective planning and development skills, including the ability to prioritise workload and manage competing demands.
8. Ability to exercise discretion and maintain a high level of confidentiality at all times, particularly when exposed to personal and/or sensitive information.
9. Advanced proficiency in Excel, Word, Outlook, and databases; knowledge of governance, risk and compliance software is highly desirable.
10. 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: Wednesday 11<sup>th</sup> March 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](http://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](mailto:vacancies@cnv.org.au)

**Other Requirements**

Requirements	Performance expectations
<b>Mandatory Prior to Commencement</b>	<ul style="list-style-type: none"> <li>• All offers of employment are subject to satisfactory background checks including a National Police Check (including an international police check)</li> </ul>



	<p>if resided continuously in an overseas country for 12 months or more in the last 10 years).</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process.</li> <li>• Applicants are required to provide a certified copy of relevant Qualifications.</li> <li>• Employees must hold a valid Australian driver’s license to drive CNV fleet vehicles.</li> </ul>
<p><b>Eligibility and the Right to Work and Live in Australia</b></p>	<p>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.</p> <p>You can gain employment with CNV if you are:</p> <ul style="list-style-type: none"> <li>• An Australian citizen - a birth certificate, citizenship certificate or current passport is proof of eligibility.</li> <li>• 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.</li> </ul> <p>Documents that are a proof of Right to Work:</p> <ul style="list-style-type: none"> <li>• Australian Passport.</li> <li>• Full Australian Birth Certificate and a form of photo ID.</li> <li>• Australian Citizenship Certificate.</li> <li>• Certificate of evidence of resident status.</li> <li>• Valid visa with work rights.</li> </ul>
<p><b>Cultural and Child Safety Statement</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<p><b>CNV Board Statement of Commitment</b></p>	<ul style="list-style-type: none"> <li>• We recognise and acknowledge Aboriginal and Torres Strait Islander peoples as the First Nations people of these lands and waterways.</li> <li>• We acknowledge Aboriginal and Torres Strait Islander peoples’ sovereignty, and sacred connection to the lands and waterways and we</li> </ul>



	<p>celebrate their strong and enduring cultures, identities, and self-determination.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
<p><b>Cultural Safety in the Workplace</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<p><b>Commitment to CNV's Vision and Philosophies</b></p>	<ul style="list-style-type: none"> <li>• Champion and act as an advocate for the highest standards of ethical and professional behaviour.</li> <li>• 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.</li> </ul>
<p><b>Our Commitment to Diversity and Inclusion</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>• Aboriginal and Torres Strait Islander.</li> <li>• LGBTIQ+.</li> <li>• People with disabilities.</li> <li>• People from diverse cultural and linguistic backgrounds.</li> <li>• People of all ages.</li> <li>• People with caring responsibilities.</li> <li>• People with diverse religious beliefs or affiliations.</li> </ul> <p>All CNV employees, contractors and volunteers are required to:</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.</li> <li>• 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.</li> <li>• Participate in and contribute to training, events, and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion.</li> <li>• Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.</li> </ul>
<p><b>Occupational Health &amp; Safety (OHS)</b></p>	<p>CNV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.</p> <p>In achieving and maintaining workplace health and safety, CNV will apply best practice in OHS in accordance with statutory obligations at all times.</p> <p>All CNV employees, contractors and volunteers are required to:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others.</li> <li>• Cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace.</li> <li>• Report all injuries, illness or ‘near misses’ to their supervisor or manager.</li> <li>• Participate in relevant health and safety training based on roles and responsibilities.</li> <li>• As required, participate in the development and implementation of specific OHS hazard and risk management strategies.</li> </ul> <p>CNV strongly recommends (but does not mandate) that all employees maintain their COVID-19 vaccination status in accordance with ATAGI advice.</p> <p>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.</p>
<p><b>Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Follow all CNV policies and procedures in relation to risk management.</li> <li>• Conduct risk assessments.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of, and a commitment to, CNV’s Risk Management Framework.</li> <li>• Report all hazards and incidents of which they become aware.</li> <li>• Follow all CNV policies and procedures in relation to risk management.</li> <li>• Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.</li> </ul>
<b>Privacy</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
<b>Use of Confidential Information</b>	<p>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.</p> <p>Both during and after employment with CNV, employees must:</p> <ul style="list-style-type: none"> <li>• Not communicate confidential or private information to third parties.</li> <li>• 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.</li> <li>• Only access personal records, files, and information to facilitate direct work.</li> </ul>

**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.