

POSITION DESCRIPTION



POSITION TITLE	Quality and Compliance Officer
REPORTING TO	Quality and Compliance Manager
DEPARTMENT	Organisational Capability and People
CLASSIFICATION	Common Law

THE ROLE

This role is responsible for helping maintain internal quality standards, enhance service delivery practices, and supporting our ongoing commitment to excellence in organisational processes.

KEY RESPONSIBILITIES

Duties

- Engage with stakeholders to develop and manage internal audit schedule and audit dates, ensuring an efficient process.
- Provide guidance and support on the use of internal audit self-assessment tools, ensuring consistent application and effective troubleshooting as required.
- Contribute to the review and updates of policies and procedures, identifying gaps, eliminating obsolete practices, and developing new policies, procedures and guides.
- Support stakeholder consultation and deliver training to embed policies, procedures and guides, aligned with change management processes to ensure smooth organisational transition and adoption.
- Support the update of our Business Continuity Plan (BCP), following review sessions, ensuring changes are accurately documented and communicated.
- Assist in the setup, maintenance, and training of the Quality Improvement registers, ensuring the registers effectively capture and track quality initiatives.
- Provide administrative support in developing and maintaining our Complaints Management Strategy, including creating user guides and assisting with training initiatives.
- Contribute to a culture that promotes safety, quality, and innovation by supporting continuous reviews and improvement of internal processes and frameworks.
- Perform additional administrative tasks to support overall quality and compliance functions as required.

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Tertiary qualifications in Business, Quality Improvement, or a related discipline; post-graduate qualifications are highly desirable.
- Demonstrated experience in a similar role with expertise in policy review, internal audits, and quality improvement projects.
- Strong knowledge of quality improvement principles and compliance best practices.
- Proven ability to build trusted relationships across all levels through collaboration.
- Excellent organisational skills, with attention to detail and ability to manage multiple and competing priorities.

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- Highly developed interpersonal and communication skills, including tailored messaging, report writing, and effective stakeholder engagement.
- A proactive approach to problem-solving, with flexibility and resilience.
- Demonstrated passion for Women's Rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries
- Valid or ability to attain state-based working with children or working with vulnerable people check
- Experience working within a Not-for-Profit environment and knowledge of the Community Service sector will be highly regarded

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