

Position Description



POSITION:	Service Assurance and Safeguarding Lead
CLASSIFICATION:	Social, Community, Homecare and Disability Services (SCHADS) Award Level 5
REPORTS TO:	Head of Quality Assurance & Risk Management
DATE CREATED:	May 2025

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

POSITION CONTEXT

- The Service Assurance and Safeguarding Lead role is part of the Quality and Risk team within the People, Quality & Safety (PQS) Division.
- The Quality and Risk Team supports and contributes to the ongoing strengthening and effective operation of MCM's quality, risk management and compliance frameworks, systems, processes and associated projects.
- Reporting to the Head of Quality Assurance & Risk Management, the Service Assurance and Safeguarding Lead plays a key role in supporting whole-of-organisational policies, quality management systems and strategies that support programs and services to achieve their objectives and comply with the required standards and legislation.

POSITION PURPOSE

The Service Assurance and Safeguarding Lead supports and contributes to the effective development, implementation, and continuous improvement of Melbourne City Mission's quality, risk, and compliance frameworks, systems, and processes.

This role plays a critical part in maintaining the integrity and accountability of the organisation by working collaboratively across all service areas to promote safe, high-quality, and person-centred outcomes for the people we support.

Through a strong focus on safeguarding, incident response, and practice improvement, the position supports the organisation's commitment to excellence, learning, and the delivery of impactful services that meet the needs of vulnerable individuals and communities.

This position operates at the Service Leadership level in the MCM Leadership Capability Framework.

POSITION DUTIES AND RESPONSIBILITIES

Service Leadership and Safeguarding

- Lead & support safeguarding practices across the organisation, ensuring consistent application of Child Safe Standards (CSS), Social Services Standards (SSS) and related frameworks, Client Incident Management System (CIMS) Guidelines, and the Reportable Conduct Scheme, in line with legislative requirements.
- Conduct and support timely critical incident investigations, applying evidence-based decision-making to uphold client safety and rights, with a focus on children and young people.
- Act as a subject matter expert and internal coach, delivering safeguarding training, coaching staff, and providing advice across the organisation on complex safeguarding issues.

Quality and Continuous Improvement

- Lead the development and implementation of internal audits, monitoring and review processes, ensuring organisational compliance with quality standards including CSS, SSS, ISO 9001, NDIS, and others.
- Champion continuous improvement initiatives, collaborating with teams to evaluate service delivery and co-design improvements that enhance safety, effectiveness, and client voice.

Assurance and Risk Management

- Conduct internal audits, case reviews, root cause analyses and compliance assessments, producing and tracking reports and improvement actions across the organisation.
- Coordinate organisation legislative compliance updates, ensuring that current standards, regulations and best practice requirements are met.
- Support organisational leaders in undertaking operational risk assessments and mitigating strategies.

Systems and Policy Support

- Maintain and enhance organisational Quality and Risk systems, including administration of RiskMan and supporting the development, alignment and implementation of organisational policies, procedures and guidelines.
- Support the development and review of local procedures and clinical guidelines, ensuring they are evidence-based and promote informed, client-centred decision making.

Reporting and Communication

- Prepare reports and briefings for committees and executive audiences (in accordance with organisational reporting schedules), identifying emerging trends, risks and improvement opportunities, and support the communication of quality, risk and safeguarding knowledge across the organisation.

Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.

- Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance.
- If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist.
- Demonstrate MCM's Values (detailed below).
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, relevant service standards, and MCM's Code of Conduct, and MCM's Values.
- Comply with MCM's Employment Safety Screening Procedure.
- Perform other duties and responsibilities within the scope of the employee's skills, competence and training as directed by a person in any more senior role within MCM.

KEY SELECTION CRITERIA

Essential Criteria

- Degree with experience OR Associate Diploma with substantial experience OR qualifications in more than one discipline OR less formal qualifications with sufficient specialised skills OR expertise to undertake the range of activities
- Background in and degree qualification in recognised Social Work / Human Services (or adjacent sector) which includes focus on child development, human behaviour, family dynamics and/or impacts of trauma.
- Demonstrated ability to apply safeguarding theory and practices, including knowledge of risk identification, incident investigation, and root cause analysis processes in a social or community services context.
- Understanding of statutory obligations, including Child Safe Standards, Social Services Standards and related frameworks and information sharing schemes relevant to community services.
- Experience contributing to or leading quality improvement activities, internal audits, service reviews or accreditation processes aligned to standards such as Social Services Standards or ISO 9001.
- Proven experience in planning, implementing, and evaluating projects in a multidisciplinary or social service environment, using recognised project management frameworks to achieve defined outcomes.
- Ability to prepare clear and effective written reports, policy documents or briefings, and communicate confidently with a broad range of stakeholders across all levels of an organisation, including delivering training or facilitation.
- Demonstrated ability to influence, support and lead teams or individuals through change processes, build cross-functional relationships, and embed a culture of learning and continuous improvement.
- Awareness of therapeutic care principles, child development, case management and trauma-informed practice and how these intersect with client safety, wellbeing, and service design.

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- NDIS Worker Screening Check and Clearance Certificate

- Other Professional Registration (eg SPA, OT, etc.)
- Current Victorian Drivers Licence
- Right to work in Australia

Desirable:

- Experience in use of RiskMan or similar database / software
- Experience in use of Microsoft applications including SharePoint, MS Teams, Excel and Power BI – data visualisation.

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	0	FTE:	0	Number:	0	FTE:	0
List Teams / Positions	Not Applicable			List Teams / Positions	Not Applicable		

Expenditure

Operating:	Not Applicable	Capital:	Not Applicable
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Other Authorities

Not Applicable

Supervision or Direction Required

This role will be provided regular supervision and general direction by the Head of Quality Assurance and Risk Management.

Planning

The employee will be required to:

- Manage their own time
- Establish their own goals or objectives subject to approval
- Participate and implement projects

Freedom to Act

The employee will have the authority to:

- Problem solve and make recommendations of continuous improvement initiatives to mitigate risk across the organisation.
- Apply knowledge, experience and training into their deliverables and objectives.
- Support the development and implementation of organisational policies, frameworks and procedures.

Assistance to Higher Level

The employee may be required to:

- Advise specific people about routine matters
- Contribute to review of routine processes
- Provide specialist or multi-disciplinary advice
- Contribute to reviews of policies and procedures

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples include:

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|-------------------------------|--|
| Internal Relationships | <ul style="list-style-type: none">• Senior leadership group• Operational and direct service staff• People, Quality & Safety Team• Corporate Support teams |
| External Relationships | <ul style="list-style-type: none">• External stakeholders as required• External audit and accreditation agencies |

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

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|--------------------|---|
| Together | We are inclusive and accepting of difference
We work in highly effective teams and our people are connected across our organisation
We engage proactively with others to deliver outcomes |
| Courageous | We speak up constructively in line with our convictions
We pursue our goals with determination
We are passionate about our advocacy role |
| Curious | We are inquisitive and ask why
We challenge the status quo
We actively explore the alternatives |
| Open | We are transparent and have genuine, honest interactions
We listen and hear people's voices
We value and respect the autonomy of clients
We trust one another |
| Accountable | We act safely in all our interactions
We manage within our financial and resource boundaries
We own our outcomes and decisions
We are proud of the work that we do |

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically, and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.