

Resources and Tools

Position Description



POSITION:	Client Information and Assurance Lead
CLASSIFICATION:	<ul style="list-style-type: none">• SCHADS 4• 12-month Maximum term contract• Part-time 4 days (0.8 FTE)
REPORTS TO:	Head of Quality Assurance & Risk Management
DATE CREATED:	November 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, 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 Client Information and Assurance Lead role plays a critical role in ensuring that MCM's customer relationship management digital platform (Passport) meets the operational, compliance, and service delivery needs of the organisation and the people we support.
- Based within the MCM Group Quality & Risk Team, this role provides leadership in maintaining governance mechanisms, working collaboratively with the MCM Group ICT department, MCM IT Steering Committee, Strategy & Outcomes, and Operational Service Delivery teams to ensure system integrity. The role also ensures Passport's alignment with evolving regulatory, policy, and sector requirements. The design of this role deliberately promotes shared knowledge, collaboration, and distributed responsibility, ensuring that system understanding and decision-making are embedded across teams.
- 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.

POSITION PURPOSE

The purpose of this role is to act as the organisational lead and subject matter expert for the oversight, compliance, and business use of MCM's client information systems within the social services sector. The position ensures that systems are compliant, secure, user-friendly, and aligned with MCM's strategic and quality objectives. In addition, the role provides leadership and coordination of user groups across the MCM Group to strengthen collaboration, ensure consistent system use, and support shared learning and improvement.

Working collaboratively with IT, MCM Group Operational teams & leaders, MCM Group Outcomes team and sector data networks, this role supports continuous improvement, informed decision-making, and innovation in digital service delivery and data management across MCM. This position operates at the Self Leadership level in the MCM Leadership Capability Framework.

POSITION DUTIES AND RESPONSIBILITIES

Compliance

- Monitor and respond to regulatory and compliance changes that may impact system workflows, or data requirements.
- Support mechanisms for system use, data security, and access control, ensuring accountability and transparency across teams.
- Ensure policy and practice updates are accurately reflected in systems and aligned with compliance standards.
- Collaborate with MCM Group Operational leaders, MCM Group Outcomes team and IT to prioritise and coordinate system enhancements, ensuring changes are implemented in line with governance and risk management frameworks.

System and Program Collaboration

- Support new and existing programs for system fit, identifying program needs and coordinating related training and onboarding.
- Support system improvement initiatives (e.g. integrating TRAM/MARAM frameworks into Passport) through collaboration with IT, Outcomes team and service areas.
- Ensure that learnings from client file audits and service reviews are incorporated into system improvements and guidance materials.

Stakeholder Engagement

- Participate in sector IT user groups, data networks, and forums to remain informed of emerging trends, system developments, and regulatory updates.
- Support MCM Group operational service leaders liaise with DFFH and relevant sector bodies regarding system changes and interface requirements.
- Apply community services practice knowledge to digital systems, ensuring platforms support trauma-informed, culturally safe, and outcomes-focused service delivery, in collaboration with MCM Group Outcomes team.

Data Quality and Reporting

- Support outcomes reporting to drive service improvement and strategic decision-making, in collaboration with MCM Group Outcomes team.
- Promote data quality and integrity through regular reviews, guidance, and collaboration with MCM Group operational service leaders.

Training, Knowledge Sharing, and Change Management

- Support system training materials and knowledge resources, ensuring they are accessible and up to date.
- Facilitate key user groups and cross-team communities of practice to embed shared understanding and reduce dependency on single individuals.
- Support change management and communication activities that promote effective adoption of new features, updates, and system processes.
- Build strong relationships across MCM Group to identify emerging needs and opportunities for innovation.

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

- Demonstrated experience in business ownership, governance, or system management roles.
- Proven experience managing cross-functional projects and collaborating effectively with Operational and IT teams to deliver system enhancements.
- Ability to interpret and respond to regulatory, compliance, and reporting requirements that impact digital systems and data management.
- Excellent communication, stakeholder engagement, and facilitation skills.
- Strong analytical, problem-solving, and documentation abilities, with a focus on data quality, reporting, and continuous improvement.
- Experience working with client management systems.

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
- Right to work in Australia

Desirable:

- Experience in use of Passport.
- Understanding of service delivery models and frontline practice in community or human services settings.
- Understanding of data governance, privacy, and information security principles.
- Experience in use of SHIP or similar Customer Relationship Management (CRM) tools.
- Knowledge of DFFH systems and sector data integration frameworks (e.g. CRISS/CRISP).
- Understanding of frameworks such as TRAM, MARAM, and related client safety and wellbeing models.
- Experience participating in sector user groups or data governance networks.
- Relevant tertiary qualification in Project Management.

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 by the Head of Quality Assurance & Risk Management. This role may also receive general directions by the assigned Executive Sponsor and Program Manager for the duration of the project.

Planning

The employee will be required to:

- Manage their own time
- Establish their own goals or objectives subject to approval
- Participate and coordinate projects
- Travel to MCM Group locations to support these position duties and responsibilities

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 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 recommendations
- Contribute to development & 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:

Internal Relationships

- Staff & some leadership groups
- Operational and direct service staff
- People, Quality & Safety Team
- Corporate support teams
- Statewide CIMS and Department of Fairness, Family & Homelessness (DFFH)

External Relationships

OUR VALUES

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

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.