POSITION:	Quality and Risk Operations Lead
CLASSIFICATION:	SCHADS Level 4
REPORTS TO:	Head of Palliative Care
DATE UPDATED:	March 2026

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 LGBTIQA+ 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

MCM Palliative Care (MCMPC) was established in 1981 as the first community-based palliative care service to operate in Victoria. The service aims to enhance quality of life by providing specialist, interdisciplinary health care and practical support for people living with a terminal condition and their families and carers, and management of complex symptoms, loss, grief and bereavement. The service is provided to residents of the local government areas of Darebin, Hume, Merri-bek and Yarra in accordance with the National Palliative Care Standards 2018.

The Quality and Risk Operations Lead is primarily focused on the role of quality improvement and quality assurance in the palliative care service delivery context. However, the position also works in collaboration with the MCM Quality and Risk Team in leading the development of whole of organisational policies, compliance, Quality Improvement management systems and strategies that support programs and services to achieve their objectives and comply with the required standards and legislation.

This part time position (64 hours per fortnight, weekdays) is based at Thornbury and implements MCM's commitment to best practice in palliative care service delivery.

POSITION PURPOSE

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

The Quality and Risk Operations Lead, in conjunction with theHead of Palliative Care and the Palliative Care Leadership team, will provide leadership and guidance of the quality improvement system at MCMPC

The role is responsible for the successful implementation and review of quality, safety and risk processed at MCMPC and promotes continuous quality improvement utilising the quality cycle and evidence-based research as an integral part of MCMPC's business.

It will also work closely with the Leadership Team on identified strategic projects in accordance with the strategic objectives of the Palliative Care Division as well as projects identified through the Quality Improvement processes.

As a member of the Leadership Team, the Quality and Risk Operations Lead will provide guidance and support to the Leadership team specifically, and to the MCMPC team overall, in providing leadership and in effective management resolution.

POSITION DUTIES AND RESPONSIBILITIES

Duties of this role may include but are not limited to the following:

Quality Improvement

- Utilize the preferred accreditation system, currently the Australian Council on Healthcare Standards (ACHS), National Safety and Quality Primary and Community Healthcare Standards (NSQPCH) and Palliative Care Outcomes Collaboration (PCOC) to support the Palliative Care program.
- Proactively encourage and support the continual review, improvement, implementation and maintenance of MCMPC's Quality Improvement and Risk Management systems and processes ensuring they align and contribute to the broader organization.
- Advocate for the review of internal processes and the service delivery approach with a focus on improving client outcomes and the clients' experience of the service
- Lead and support the approach to gathering client and carer experience outcomes, including collation and reporting of outcome data.
- Support, train and facilitate MCMPC staff in the development of skills in undertaking, recording and evaluating quality activities, reviews, projects and procedures.
- Manage relevant CQI projects and activities from the early design and documentation project phase to their successful conclusion
- Support the ongoing development of a quality improvement system that all MCMPC staff participate in and actively contribute to.
- Support the sharing of knowledge and information about quality and safety and risk between MCMPC and MCM, including by participating in program, and organization, meetings and working groups.
- Prepare and support accreditation and reviews within MCMPC. e.g. Australian Council on Healthcare Standards ACHS and Palliative Care Outcomes Collaboration (PCOC). Manage and

provide support to staff to complete projects identified through the Quality Improvement system that will improve systems and processes

Internal Review

- Review, improve, implement and maintain MCMPC's internal review program.
- Lead and support the internal audits and reviews, complete reports and record and track audits/reviews via RiskMan.
- Support and upskill staff to develop and undertake internal audits and reviews, and support staff to analyse, respond and action findings
- Lead and support the review process of MCMPC policies, procedures and guidelines, in accordance with set prescribed timelines.

Administration and Communication

- Ensure systems and documents at MCMPC comply with MCM document control requirements.
- Liaise with the Customer Services Manager, the Australian Council on Healthcare Standards (ACHS) and ensure documentation and accreditation requirements submitted to ACHS are delivered to a high standard
- Administrative support of meetings and working groups within MCMPC that support quality, safety and risk improvement, including the Quality Committee
- Prepare and distribute regular updates to the palliative care team.

Other Duties

- As a member of the Palliative Care Leadership team, positively contribute to resolving leadership and management issues that may arise and provide collegial support to members of the Leadership team.
- Assist the Head of Palliative Care and Leadership Team with addressing operational management issues as part of the team
- Monthly reporting on tasks and achievements
- Contribute to training and/or induction of staff

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

- An appropriate tertiary qualification and demonstrated experience in the management and development of quality and risk management systems, preferably within a multidisciplinary health and human services environment or relevant health discipline.
- Working knowledge of relevant legislation, accreditation standards and risk management processes in a health/human services environment.
- Strong project management experience with capacity to develop and implement clear project plans, deliver outcomes that meet quality, cost and time specifications.
- Excellent communication and interpersonal skills and demonstrated ability to communicate with a range of audiences, including the provision of one to one or group training.
- Ability to collate and interpret data, prepare reports and make recommendations using information and technology.
- Experience in and/or knowledge of quality auditing systems and processes.
- Initiative and ability to work independently to a high standard.

Essential Safety Screening Requirements:

- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- Current Victorian Drivers Licence
- Right to work in Australia

Desirable:

- Experience in the palliative care sector

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Reports			
Number:	N/A	FTE:	N/A	Number:	50-60	FTE:	40-45FTE
List Teams / Positions	Nil current			List Teams / Positions	Palliative Care Service Staff		

Expenditure

**Refer to MCM Delegations of Authority in the Policy Centre.*

Operating:	$0	Capital:	$0

Other Authorities

Quality and Assurance systems including Policy Centre and RiskMan

Supervision or Direction Required

Role requires general supervision and general direction.

Planning

Employee will manage own time in accordance with operational requirements of the role and program

Freedom to Act

Employee can apply knowledge, experience, training to support program leadership decision making.

Assistance to Higher Level

Employee contributes technical and specialist knowledge and advice on the formulation of of policy and procedure.

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	• MCMP Leadership Team • Nursing and Allied Care Staff • PQS Team • Clinical Educators
External Relationships	• Customer Services Manager, ACHS • Palliative Care Outcomes Collaboration - Quality Improvement Facilitator • Other external stakeholders as required.

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.