

POSITION:	Quality Assurance & Safeguarding Officer
CLASSIFICATION:	SCHADS 4
REPORTS TO:	Head of Quality Assurance & Risk Management
DATE CREATED:	July 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 Quality Assurance and Safeguarding Officer 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 (with a dotted line to the Service Assurance & Safeguarding Lead), the Quality Assurance and Safeguarding Officer plays a key role in supporting whole-of-organisational frameworks & procedures, quality management systems and continuous improvement activities that support programs and services to achieve their quality objectives.

POSITION PURPOSE

The Quality Assurance & Safeguarding Officer plays a key role in supporting quality assurance, safeguarding practices, compliance, and continuous improvement across the MCM Group. The role contributes to maintaining a high standard of service delivery and ensuring that MCM operates in line with relevant legislation and standards. This position supports the coordination of audits, the management of client incidents, and the use of quality systems, while promoting a culture of learning, accountability, and continuous improvement throughout the organisation. This position operates at the Self Leadership level in the MCM Leadership Capability Framework.

POSITION DUTIES AND RESPONSIBILITIES

Safeguarding and Critical Incident Management

- Support & coordinate the consistent application of safeguarding practices across the organisation in line with Child Safe Standards (CSS), Social Services Standards (SSS), Client Incident Management System (CIMS) Guidelines, National Disability Insurance Scheme (NDIS) Rules and the Reportable Conduct Scheme.
- Assist in the coordination and documentation of client critical incidents, ensuring accurate reporting, timely follow-up, and escalation as required.
- Work collaboratively with service teams to promote awareness of safeguarding protocols and procedures.
- Participate in the delivery of basic safeguarding training, share updates, and provide frontline support to staff on safeguarding-related queries.
- Assist with data entry, trend monitoring, and reporting to support incident analysis and continuous improvement.

Audit & Compliance

- Coordinate and undertake internal quality audits in accordance with relevant standards including CSS, SSS, ISO 9001, NDIS, and others.
- Support the preparation of documentation and evidence for internal audits and external accreditation reviews.
- Maintain legislative compliance registers and assist in monitoring changes in regulatory requirements.
- Prepare and present audit reports, including findings and recommendations for improvement.

Quality Systems Administration

- Support the administration and use of quality and risk systems (e.g., RiskMan, CIMS) used for incident reporting and compliance tracking.
- Provide technical support, user guidance, and training materials for staff engaging with these systems.
- Liaise with vendors to report issues, manage minor updates, and support testing of system enhancements.
- Generate and interpret system-based data and reports to inform decision-making, board reporting inclusion and quality initiatives.

Continuous Improvement

- Assist with quality improvement projects that enhance service delivery, compliance, and organisational learning.
- Work with internal stakeholders to document and implement process improvements based on audit outcomes, incident reviews, and feedback.
- Support the review or development and review of frameworks, policies, procedures, templates, and other quality tools.

Capacity Building and Internal Support

- Deliver onboarding and refresher training to staff on quality systems and incident reporting requirements.
- Provide day-to-day advice to staff regarding compliance expectations and documentation standards.
- Support the Quality & Risk Team with the implementation of quality and risk-related initiatives 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

- Background in and three plus years' experience in Quality Assurance and Incident Management (or similar discipline), preferably in a non-for-profit social services / community organisation.
- Experience in use of RiskMan.
- Understanding of relevant legislative frameworks, including Child Safe Standards, Social Services, MARAM, CIMS, and Reportable Conduct Scheme.
- Familiarity with accreditation or compliance requirements in community services (e.g., Social Services & Child Safety Standards, ISO, NDIS).
- Awareness of safeguarding principles, case management and trauma-informed practice and how these intersect with client safety, wellbeing, and service design.
- Strong analytical and problem-solving skills; able to interpret data and prepare reports.

- High-level written and verbal communication skills, including the ability to deliver training and support.
- Ability to work collaboratively in a team environment and build strong working relationships across programs.

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:

- Certificate in Human Services or similar discipline.
- Relevant certificate in quality assurance, systems auditing or related field
- Experience in use of CIMS.
- Experience in use of Passport, SHIP or similar Customer Relationship Management (CRM) tools.

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 Service Assurance and Safeguarding Lead.

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
- RLDatix (RiskMan)
- Statewide CIMS and Department of Fairness, Family & Homelessness (DFFH)

External Relationships

- Law Compliance
- HDAA

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.