

POSITION:	Quality Officer
CLASSIFICATION:	SCHADS 3 Part-time 0.6
REPORTS TO:	Head of Quality Assurance & Risk Management
DATE CREATED:	July 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 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 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 Officer plays a key role in supporting the administration of the MCM Group Quality Management System in particular the risk management platform, knowledge management library, legislative compliance platform and inbox management that support programs and services to achieve their quality objectives.

POSITION PURPOSE

The Quality Officer plays a key role in supporting key quality management system deliverables 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

Quality Systems Administration

- Support the administration and use of quality and risk systems (i.e. RiskMan, CIMS, Knowledge Management Library, Legislative compliance portal) used for incident/feedback reporting and compliance tracking.
- Triage and follow up on actions for all inbox's that fall within the Quality & Risk portfolio.
- 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 system reports to support Quality & Risk reporting

Continuous Improvement & Capacity Building

- Maintain the MCM Group knowledge management library (Policy Centre) ensuring documents that require review, approval and publication are current and actively monitored.
- 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.
- 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.

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 all aspects of MCM's Cybersecurity strategy and associated procedures, guidelines and required professional standards and practices.
- 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 in Quality Assurance and/or business administration
- Considerable experience in using and maintaining databases and systems such as RiskMan, CIMS, LMS.
- Considerable experience managing a busy Inbox, including prioritising and actioning tasks.
- Use of Microsoft suite applications in particular Outlook.
- High-level written and verbal communication skills.
- 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
- Current Victorian Drivers Licence
- Right to work in Australia

Desirable:

- Experience in a non-for-profit social services / community organisation.
- Relevant certificate in quality assurance, systems auditing or related field
- 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).
- Experience in use of RiskMan.
- 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

External Relationships

- RLDatix (RiskMan)
- Statewide CIMS and Department of Fairness,

Family & Homelessness
(DFFH)

- 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.