

## POSITION DESCRIPTION



<b>POSITION TITLE</b>	Quality and Compliance Support Officer		
<b>POSITION OVERVIEW</b>	Under the direction of the Manager Quality and Compliance, the Quality and Compliance Support Officer assists with supporting and monitoring quality and compliance systems across Woden Community Service (WCS) and its subsidiaries to ensure Children's Services, Community and Commercial Services, Community Programs, and Shared Services are supported to meet compliance requirements under relevant governing legislations and regulations.		
<b>CLASSIFICATION</b>	SCS Level 4	<b>SERVICE AREA</b>	Quality and Compliance
<b>EMPLOYMENT STATUS</b>	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual	<b>HOURS PER WEEK</b>	38
<b>LOCATION</b>	Shea Street, Philip and Rosevear Pl, Dickson as required.		
<b>IMMEDIATE MANAGER</b>	Team Leader Quality & Risk		
<b>INDUSTRIAL AGREEMENT</b>	Woden Community Service Limited Enterprise Agreement 2024		

### REPORTING RELATIONSHIPS

<b>NO OF DIRECT REPORTS</b>	Nil	<b>NO OF INDIRECT REPORTS</b>	Various
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### KEY RELATIONSHIPS

<b>INTERNAL</b>	Quality and Compliance Management Team (including Executive Manager and Manager) and staff; Children's Services Management Team (including Manager OSHC, Manager Children's Services, Nominated Supervisors, Service Managers and Enrolment Team) and educators; Community Program Management Team (including Service Managers) and staff; Community and Commercial Services Management Team (including Service Managers, Team Leaders, Rostering Team, support staff) and workers; and Shared Services Management Team (including Senior Managers, Managers, Team Leaders) and staff.
<b>EXTERNAL</b>	Relevant regulatory authorities, funding bodies, partner organisations, and community stakeholders.

### KEY ACCOUNTABILITIES

- Support all service areas to ensure compliance with organisational policies and procedures, National Quality Standards, National Quality Frameworks, Strengthened Aged Care Quality Standards, and other relevant regulatory and funding body requirements.
- Conduct and assist with compliance audits and self-assessment processes, under the direction of your supervisor, to support compliance and adherence to relevant laws, regulatory and contractual requirements.
- Provide administrative, technical, and other general support as required to promote ongoing quality improvement in service delivery.

- Assist Nominated Supervisors (Early Education Centres, OSHC), Managers, and Executive Managers in matters relating to quality and compliance.
- Support the maintenance of organisational policies, procedures, and organisational-wide risk register as required.
- Work collaboratively and communicate respectfully with teams across the organisations and with external professionals/agencies.
- Participate in and contribute to a high-performing, continuous improvement culture.
- Keep up to date with relevant developments in early childhood education, aged care, inclusion, housing, and community development sectors.
- Produce accurate and timely reports and maintain documentation as required.
- Actively participate in staff and team meetings, as well as organisational activities.
- Undertake ongoing professional development to maintain and enhance sector knowledge.
- Be open to receiving and acting on constructive feedback from the Manager and Advisors to support professional growth and team effectiveness.
- Ensure your safety, the safety of the community, service users, and colleagues by following Work Health and Safety (WHS) policies and procedures at all times.
- Foster a culture of diversity, equity, and respect in the workplace.
- Apply National Principles for Child Safe Organisations, as applicable for the role.
- Undertake other relevant duties as directed, consistent with the employee's skill, competence, and training.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety, and Environment requirements.

### EXPERIENCE & QUALIFICATIONS

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Good knowledge of the operational requirements of the National Quality Framework (NQF) and / or Strengthened Aged Care Quality Standards.</li> <li>• Experience in a support, administrative role (and/or occasional supervisory responsibilities) in the early education or aged care sector.</li> <li>• Ability to work under general direction and follow established procedures.</li> <li>• A strong ethic of working in support of Nominated Supervisors and Senior Managers as they undertake their legal requirements under relevant Law and Regulations.</li> <li>• Strong organisational and time management skills, including the ability to manage competing and/or changing priorities and deliver to deadlines.</li> <li>• Proven ability to work collaboratively in a team environment.</li> <li>• Well-developed communication and interpersonal skills, with professionalism and discretion.</li> <li>• Good written communication skills with attention to detail.</li> <li>• Basic research, analytical, and problem-solving abilities.</li> <li>• Willingness to accept and act on feedback in a constructive and positive manner.</li> <li>• Proficiency in Microsoft Office Word, Excel, Outlook, PowerPoint, and Publisher.</li> <li>• Willingness to undertake ongoing professional development.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience working across multiple service types (e.g., children's services, aged care, community programs).</li> <li>• Experience assisting with policy or procedure development and review.</li> <li>• Current first aid certificate in an education and care setting (including asthma and anaphylaxis).</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience supporting external audits or accreditation processes.</li> <li>• Familiarity with sector-specific compliance software or risk management tools.</li> <li>• Willingness to learn and adapt to new systems and processes.</li> <li>• Experience in risk assessment and risk management practices.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualification in Early Education, Community Services, or similar field with relevant experience; or</li> <li>• Associate Diploma in Early Education, Community Services, or similar field with at least 3 years' relevant experience.</li> <li>• Current full driver's licence and access to vehicle with comprehensive insurance during working hours.</li> <li>• Requirement to undertake national police check prior to commencement and every 3 years thereafter.</li> <li>• Requirement to undertake screening for suitability to work with children, youth, and vulnerable people.</li> <li>• Commitment to act at all times in accordance with the Code of Conduct and all relevant policies and procedures.</li> <li>• Commitment to comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT, and other relevant legislative requirements.</li> </ul>
<b>Physical Requirements /Work Environment</b>	<ul style="list-style-type: none"> <li>• Prolonged periods of sitting at a desk and working on a computer.</li> <li>• Regular lifting, manual handling tasks.</li> <li>• Able to work some evenings, weekends &amp; public holidays.</li> </ul>

Document History	Original:	November 2025	Revised:	Version:	V1
Employee's name		Signature		DATE	