Job Description Form
Quality & Compliance Manager

CS-030

Bega Garnbirringu HEALTH SERVICE

Sickness gets better.

Position Title	Quality & Compliance Manager	Position Number	Insert
Work Group:	Corporate Services		
Work Unit:	Operations		
Reports To:	Chief Operations Officer		
Supervisory:	Yes/No (remove as needed)		
Award	• Aboriginal & Torres Strait Islander Health Workers & Practitioners & Aboriginal Community Controlled Health Services Award 2020 (Cth) • NES Fair Work Conditions • Contract of Employment		
Position Term	Ongoing – 37.5 hours per week		
DATE:	03.06.2026	No of Pages	5
REVIEW DATE:	03.06.2026	STATUS: For Endorsement	Draft/Active/Under Review
ENDORSED BY: (Chief Executive Officer)		DATE OF ENDORSEMENT	/ /

VISION STATEMENT

Bega Garnbirringu Health Services vision for the future is for a society in which Aboriginal and Torres Strait Islander people are not disadvantaged and share a quality of life with health standards and life expectancy equal to the non-Aboriginal and Torres Strait Islander community.

MISSION STATEMENT

Bega Garnbirringu Health Service's mission include the development and maintenance of a robust and diverse organisation that will provide sustainable, culturally appropriate and holistic health services to the Aboriginal and Torres Strait Islander people.

Bega Garnbirringu Health Service will address the social determinants of health and provide for clinical, educational and preventative health services and the development and retention of the skilled workforce necessary to achieve its mission.

ABOUT BEGA

Bega Garnbirringu Health Services (Bega) approaches health service delivery from a holistic perspective. This means that Bega seeks to close the gap in health outcomes for Aboriginal people through a multi-faceted approach that includes a high level of attention to the social determinants of health as well as clinical and primary health.

In order for this approach to be effective it is essential that all staff view their role through the eyes of the client and from a whole of organisation perspective. To this end it is essential that all employees be team oriented and prepared to work cooperatively in a multi-disciplinary environment. All employees must abide by their

contract of employment and code of conduct and apply themselves to their duties with professionalism, integrity, ethical practice and with diligence.

The organisation has a strong commitment to the provision of services that are culturally appropriate and safe for Aboriginal clients.

PURPOSE OF THE POSITION

The Quality & Compliance Manager provides strategic leadership across organisational quality systems, accreditation, risk, compliance, and Aboriginal data governance.

The role ensures the organisation:

- Meets all regulatory, contractual, and accreditation obligations
- Maintains culturally safe, community-led quality systems
- Upholds Aboriginal Data Sovereignty, ensuring data is owned, controlled, accessed, and used in ways that benefit community
- Embeds continuous quality improvement across clinical, corporate, and training environments

The role works closely with the Executive Team, senior managers, and the Board to strengthen governance, accountability, and organisational performance.

GUIDING PRINCIPLES

All work undertaken in this role is guided by:

- Aboriginal Community Control
- Cultural safety and respect
- Aboriginal Data Sovereignty and the CARE Principles
- Continuous Quality Improvement (CQI)
- Transparency, accountability, and integrity
- Trauma-informed and strengths-based practice

KEY RESPONSIBILITIES

1. Quality Systems & Accreditation

- Lead the implementation, maintenance, and continuous improvement of organisational quality, risk, and compliance systems, including Logiqc
- Ensure ongoing compliance with:
- NSQHS Standards
- RACGP Standards
- ISO 9001
- AQF and RTO compliance requirements

- Coordinate internal audits and prepare the organisation for external accreditation and regulatory audits
- Monitor audit outcomes, corrective actions, and continuous improvement activities

2. Aboriginal Data Sovereignty & Information Governance

- Ensure organisational policies and systems uphold Aboriginal Data Sovereignty, recognising data as a community asset
- Embed culturally appropriate governance over data collection, storage, access, use, reporting, and sharing
- Ensure community authority informs data use for reporting, evaluation, research, and quality improvement
- Promote ethical data practices that prioritise community benefit alongside compliance requirements

3. Compliance, Risk & Policy Governance

Lead the development, review, approval, and monitoring of organisational policies and procedures
Maintain a central policy register ensuring:

- Version control
- Legislative and accreditation alignment
- Cultural appropriateness
- Accessibility

Oversee organisational risk management, including:

- Maintenance of the Risk Register (Logiqc)
- Risk identification, mitigation, and monitoring
- Regular reporting to Executive and Board
- Provide authoritative advice on compliance, governance, and organisational risk impacts

4. Reporting & Governance Support

Prepare accurate, culturally informed reports for the Executive Team and Board, including:

- Compliance performance
- Accreditation readiness
- Audit outcomes
- Organisational and financial risk
- Mandatory training compliance

Develop dashboards and analysis to support strategic decision-making

5. Education, Capability & Culture

Promote a strong organisational culture of quality, safety, learning, and accountability

Deliver training and support to managers and staff on:

- Logiqc and quality systems
- Accreditation standards
- Policy governance
- CQI and PDSA methodologies
- Culturally safe data governance

Mentor managers to build local ownership of quality and compliance responsibilities

6. Stakeholder Engagement

- Act as the central contact for accreditation agencies, auditors, and regulators
- Build strong, respectful relationships with funding bodies, peak bodies, and partner organisations
- Work collaboratively with clinical, operational, HR, RTO, and executive teams to embed compliance into everyday practice

KEY RESULT AREA	POSITION RESPONSIBILITIES
Professional Services	• Support the development and review of organisational policies, procedures, and standards to ensure compliance. • Implement and use Logiqc to manage document control, including storing, updating, and maintaining policies, procedures, and records for the whole organisation. • Monitor compliance activities and assist with reporting, audits, and continuous improvement processes across the organisation. • Work with teams to ensure policies, procedures, and records are current, accessible, and consistently used. • Assist with research and updates to ensure policies and practices align with legislation, standards, and organisational requirements. • Work collaboratively with internal teams and external partners to support quality outcomes for the community. • Follow organisational policies, procedures, and cultural protocols at all times.
Reporting	• Provide reports as directed to the Chief Operations Officer, Chief Executive Officer and Board of Directors; • Develop monthly and quarterly reports on, but not limited to: - Compliance performance - Risk status - Financial risk - Mandatory training compliance - Audit outcomes - Accreditation readiness - Provide dashboards and analysis to support decision-making via Logqc.

Organisation and Administration	• Lead implementation, maintenance, and optimisation of Logiqc Quality & Risk system. • Ensure organisational readiness for NSQHS, RACGP, ISO 9001, and AQF requirements. • Coordinate internal audits and support external accreditation audits . • Monitor compliance performance indicators and corrective actions. • Track and report training compliance organisation-wide. • Partner with HR on policy development, review cycles, version control, and approvals • Maintain a central policy register and ensure currency, compliance alignment, and accessibility. • Provide advice on policy interpretation and organisational compliance impacts.
Communication	• Effectively communicate and maintain sound relationships with stakeholders. • Work collaboratively with clinical, operational, HR, RTO, and executive teams. • Act as the central point of contract for accreditation bodies and auditors as required. • Provide advice to managers to ensure their teams remain compliant and audit-ready.
Training, Education & Capability	• Lead quality improvement activities using Continuous Quality Improvement (CQI) approaches. • Support system reviews, ensure accurate data entry, undertake root cause analysis, and maintain clear improvement documentation. • Promote a culture of safety, quality, and compliance across all teams. • Deliver training and education to managers and staff in the following areas of Logiqc Quality Management System, National Safety and Quality Health Service (NSQHS) Standards, International Organisation for Standardisation (ISO) 9001 Quality Management Principles, Royal Australian College of General Practitioners (RACGP) Standards for Accreditation, Australian Qualifications Framework (AQF) compliance for Registered Training Organisation (RTO) activities and Service Level Agreements (SLAs) • Work with managers to ensure compliance with: • Mandatory training requirements (AMSED – Aboriginal Medical Services Education and Development or relevant internal training system) • Workplace Safety and Health (WSH)

Workplace Safety and Health	• Provide oversight and support for Workplace Safety and Health (WSH) systems to ensure organisational compliance with relevant legislation, policies, and procedures.
	
	• Promote a culture of shared responsibility, ensuring all staff understand and meet their WSH obligations.
	
	• Support staff and managers to:
	  • Report, record, and manage incidents and hazards in line with organisational procedures.
	  • Identify and address workplace hazards, including contributing to risk reduction strategies (e.g. safe handling, spill kit management).
	  • Maintain safe and compliant work environments.
	
	• Coordinate and support safety processes, including:
	  • Incident reporting and investigation (including documentation in Logiqc)
	  • Fire safety procedures and participation in drills
	  • Monitoring compliance with Workplace Safety and Health requirements
	
	• Maintain and monitor the organisation's Risk Register within Logiqc, ensuring risks are identified, assessed, and regularly reviewed.
	
	• Work with managers to:
	  • Identify, assess, and monitor operational and safety risks
	  • Implement and review risk mitigation strategies
	  • Provide regular risk and safety reports to the Executive team, including emerging risks and trends

COMPETENCY PROFILE FOR THIS POSITION

The Quality & Compliance Manager oversees organisational compliance, quality systems and risk management across Bega GHS.

The role will lead the implementation and maintenance of Logiqc, support accreditation requirements (NSQHS, RACGP, ISO 9001, AQF), coordinates mandatory training compliance, and partners with managers and HR on policy governance and organisational risk reporting.

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL:

- Demonstrated experience in quality, compliance, governance or risk management in a health, community services, or Aboriginal Community Controlled setting, or equivalent practical experience.
- Experience using Logiqc or a similar quality/compliance system, including document control, incident management, audits, or reporting (or ability to quickly learn systems).
- Strong skills in developing and maintaining policies, procedures, and reports, with the ability to translate requirements into practical tools for staff.
- Demonstrated understanding of and commitment to culturally safe practice, including experience working with Aboriginal communities, organisations, or stakeholders.
- Strong communication, facilitation, and engagement skills, with the ability to support staff through training, change, and continuous improvement processes.

MANDATORY REQUIREMENTS

- WA "C" Class Driver's Licence
- Current National Police Clearance
- Working With Children Check

DESIRABLE

- Knowledge of relevant standards and frameworks (e.g. NSQHS, RACGP, ISO 9001, RTO/AQF or similar)
- Understanding of Aboriginal Data Sovereignty principles
- Experience supporting audits, accreditation processes, or system implementation (e.g. Logiqc)

EMPLOYEE

I (Full Name) _____ have sighted and accept this duty statement and acknowledge the expectations that will be held of me in relation to my role at Bega.

SIGNATURE _____ **DATE** _____