



Position Description

Quality, Risk & Compliance Specialist

Wesley Dalmar Child & Family
September 2025

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Quality, Risk & Compliance Specialist

Wesley Dalmar Child & Family

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Dalmar Child & Family

Wesley Dalmar Child & Family believes that all children deserve a happy and healthy start to life. Our job is to help families by providing security care and support that is vital to a child's development. Early intervention and prevention is a key area of focus behind the heart of the work we do, so that we can try and address issues before they escalate. We help mums and dads build stronger relationships with their children, and connect together as one family unit.

3 Overview of role

The Quality, Risk & Compliance (QRC) Specialist position is responsible for the development, implementation and continuous improvement of systems and processes within Wesley Dalmar Child & Family. The QRC Specialist will provide support for operations, programs, management and staff to comply with relevant internal and external quality, risk and compliance requirements. Internally, this includes Wesley Mission's:

- Policies and procedures
- Risk Management Framework
- Clinical Governance Framework
- Business Continuity Framework
- Work, Health and Safety Framework



Externally, this includes compliance with various legislative, regulatory, industry and contractual requirements.

4 Relationships

Reports to: Manager Quality, Risk and Compliance, Wesley Dalmar Child & Family
Key support: Quality, Risk & Compliance Manager, Legal & Risk
Quality, Risk & Compliance Manager, Governance & Corporate
Key relationships: QRC Specialists
Wesley Dalmar Child & Family Management

5 Major role responsibilities

5.1 Our clients

- record, triage, and monitor compliments and complaints, verify that complaints are being managed in accordance with policy and procedure.
- analyse compliments and complaints, identifying common causes and provide recommendations for improvements
- analyse critical incidents, develop a remediation plan and implementation of remediation activities
- review and improve mechanisms for client feedback, including measures and reporting of client satisfaction and client outcomes
- Work with staff and management of Wesley Dalmar Child & Family to design and implement policies, procedures and tools with a family centred approach.

5.1.1 Performance Measures

- treatment of client complaints, including critical incidents and external reporting requirements
- measurement and reporting of audit results and action items
- all policies and procedures are up-to-date

5.2 Our people

- provide day-to-day professional advice and support to management and staff
- coach and advise management and staff to increase their awareness, engagement and commitment to comply with quality, risk and compliance requirements and initiatives
- promote and ensure a team culture, and adherence to the Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc.



- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings, including regular team and QRC meetings.

5.2.1 Performance Measures

- feedback from management and staff, including your reporting manager, team members and internal and external relationships
- active contribution towards the team and broader QRC network of roles
- sharing of knowledge, information and industry insights in relation to quality, risk and compliance changes and initiatives
- people-related policies and procedures are up-to-date

5.3 Our operations

- develop and maintain policies and procedures relevant to Wesley Dalmar Child & Family.
- manage compliance with existing and new quality standards and compliance frameworks to ensure corporate and accreditation status is maintained and enhanced in accordance with Wesley Mission's strategic objectives.
- conduct internal audits, liaise with external auditors, coordinate and support on-site external audits, evaluate audit findings and verify that corrective actions have been implemented.
- monitor operational compliance with quality and compliance frameworks applicable to Wesley Mission.
- collect and compile data and conduct analysis on audit, regulatory and other non-conformances, complaints, client feedback results, incident reports and other relevant business and organisational data;
- develop and oversee implementation of new procedures and processes for continuous quality improvement.
- assist with maintaining the organisation's Risk Management Framework, including by reviewing and updating risk registers, monitoring and reporting risks and verifying that action plans to address risk have been implemented.
- assist with maintaining the organisation's Business Continuity Framework, including by developing and maintaining business continuity test plans and business continuity policies and procedures and coordinating and participating in business continuity activities as required from time to time.
- provide timely and accurate reporting about activities related to quality risk and compliance in Wesley Dalmar Child & Family to management, the Legal and Risk function, and Wesley Mission's audit and risk committees as required.
- communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.

5.3.1 Performance Measures

- compliance with relevant legislative, regulatory, industry and contractual requirements
- compliance with relevant internal policies and procedures



- operations-related policies and procedures are up-to-date
- satisfactory resolution of internal and external audit non-conformances

5.4 Our financials

- support the effective financial management and sustainability of the team
- support the delivery of projects within budget and seek opportunities to minimise operational and project expense wherever possible

5.4.1 Performance Measures

- accurate supply of financial information

6 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Dalmar Child & Family Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours



- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- ability to engage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative management style
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.

Essential skills/knowledge

- minimum 5 years' experience working in a related quality, risk and compliance position or relevant NGO
- knowledge of community programs with a focus on counselling/therapeutic support
- demonstrable knowledge of ISO 9001 quality management system standards
- demonstrable knowledge and experience in working within risk management
- demonstrable knowledge and experience in reporting
- outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with
- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines
- Current Australian/NSW Drivers Licence

Desirable skills/knowledge

- demonstrable knowledge and experience with internal and external audit programs
- experience with continuous improvement, including identification, proposal, implementation and measurement of improvement initiatives
- experience with an advanced level of analysis and problem solving, particularly in relation to risk identification, mitigation and control
- experience with facilitating change, including group facilitation, delivery of training, development of change management plans, and written and verbal communications
- experience in managing internal and external stakeholders to achieve set objectives