

Position Profile



Position:	Quality and Compliance Consultant
Team:	Safeguarding Risk & Governance
Org unit:	Shared Services
Reporting manager:	Risk & Quality Manager
Industrial coverage:	Non-award
Position number:	tbc
ANZSCO code:	2247
AON code:	Aon.PRO.90807.3
Approval status	Approved
Date reviewed:	February 2025

Organisation purpose

A different brilliant® - understanding, engaging and celebrating the strengths, aspirations and interests of people on the autism spectrum.

Vision: The best opportunities for people on the autism spectrum.

Mission: We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focussed, and customer-driven.

Values: We are passionate about people, about being positive, and about what's possible.

Team purpose

The Safeguarding Risk & Governance team lead and govern the safeguarding, quality & risk system for Aspect. The team are safeguarding and compliance SMEs and partner with the organisation to ensure that safeguarding, quality & risk standards and practices are interpreted and integrated into practice. The team build the capability of the organisation around safeguarding, quality & risk and ensure compliance to all relevant regulatory frameworks and PCBU reporting obligations.

Position purpose

The Quality and Compliance Consultant is responsible for supporting the business with the implementation of the Quality Management System by monitoring system implementation and compliance through the implementation of auditing, reviewing and reporting processes. The role works with executive, leadership network and other safeguarding SMEs and practitioners in the organisation to develop and continuously improve systems and processes for the organisation to promote consistent quality of service delivery to all stakeholders. The role also assists with the development and control of policy documentation in consultation with the executive and leadership network.

Key accountabilities

- Provide advice and assistance with subject matter experts to maintain accreditation against the relevant Disability, Education, Child Safety standards.
- Working with external auditors in consultation with internal stakeholders.
- Completing internal audits as scheduled in the annual internal audit plan.
- Working with the leadership network to develop, maintain and review documented policies, procedures and work instructions that comply with the relevant legislative and regulatory requirements and standards in consultation with internal stakeholders.
- Providing advice and assisting in the development and implementation of new processes and systems arising from the audit process, practice reviews and gap analysis as required by the organisation.
- Advise and support the Executive and leadership network on quality and compliance related issues and serve as an escalation point for compliance issues and provide guidance and intervention as needed.
- Support the Executive and Leadership network to implement Aspect's quality and compliance management systems to identify and contribute to the continuous improvement of processes and activities in the organisation.
- Drive and deliver projects defined within annual business plans including project management, implementation and coordination of quality and compliance initiatives, as directed.
- Support the Leadership network with feedback/complaint, quality improvement, audit and policy documentation systems data and trends analysis.
- Keep abreast of legislative changes related to state and national quality standards for disability and education, across all relevant jurisdictions, and support the leadership network to implement required changes to ensure that Aspect remains compliant.
- Liaise with external parties such as government, peak organisations, service users or auditors on matters relating to the QMS and organisational compliance.

Safeguarding the people we support

Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:

- follow safeguarding guidelines as outlined in Aspect's Safeguarding the People We Support policy and Code of Conduct.
- complete mandatory Code of Conduct training and implement into day to day operations and practice.
- be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns.
- escalate/report other staff practices which deviate from policy/procedure.

Work health and safety

All staff are required to:

- take reasonable care for their own health and safety.
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements.
- report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect.
- participate in the staff consultation process about work health & safety matters.
- understand and adhere to Aspect's Code of Conduct.

Essential requirements

- At least 5 years' experience in a quality and compliance role in a large complex organisation
- Skilled in the navigation of a complex organisation, forging relationships, and managing through influence rather than direct authority
- Highly evolved and developed communication skills and the ability to translate policy/legislation to practical initiatives that can be adopted within the organisation
- Demonstrated experience in developing and creating quality/compliance initiative through to implementation
- Experience in dealing with regulatory bodies and external auditors
- Working with Children Check clearance (NSW)
- National Police Clearance
- NDIS Worker Clearance and completion of the NDIS Worker Orientation module

Functional capacity requirements

Frequency refers to an approximate percentage of time in a typical shift or period on duty:

Rarely: Up to 7% Occasionally: 8% to 33% Often: 34% to 66% Continuously: More than 66%

Requirement	Frequency
Resilience to time pressure/workload	Often
Sitting	Continuously
Standing, walking	Occasionally
Pulling, pushing, lifting <5kg, reaching, carrying	Rarely
Fine motor skills – keyboarding, writing	Continuously