

DOCUMENT	POSITION DESCRIPTION
AREA	People & Culture



Position title:	Manager Quality & Compliance
Location:	Seaton
Line Manager:	Executive Manager People & Culture

Position Overview

The Manager Quality & Compliance is responsible for the development, implementation and ongoing stewardship of the Carers SA Carer Governance Framework. The role provides organisational leadership in quality, safety, risk and compliance across all services delivered by Carers SA, including those funded by the Australian Government Carer Gateway programme and by the South Australian Government through the Department of Human Services.

Reporting to the Executive Manager People & Culture, the Quality & Compliance Manager operates with a high degree of independence, exercising sound professional judgement on complex governance and compliance matters. The role works across all levels of the organisation to embed a culture of continuous quality improvement, person-centred practice and regulatory compliance.

The position holds a central role in ensuring that Carers SA meets its obligations under the Carers Recognition Act SA 2005, the Commonwealth Carer Recognition Act 2010, the Australian Service Excellence Standards (ASES), the National Principles for Child Safe Organisations, Carer Gateway Programme Guidelines, and all other legislative and regulatory requirements relevant to the organisation.

Key Relationships / Interactions

The Manager Quality & Compliance has strong working relationships with the Organisational Leadership Team, Board of Directors, People Leaders and all Staff across the organisation.

This position also requires positive working relationships with Service Providers, External Services and Carers.

Statement of Commitment

Carers SA believe that all vulnerable adults, and children and young people, have the right to be safe and feel safe and recognises that this is everyone's responsibility. Carers SA has a zero tolerance of harm or risk of harm against children and young people. Carers SA is committed to the National Principles for Child Safe Organisations.

Carers SA is committed to the cultural safety of Aboriginal and Torres Strait Islander community, child and young people, the cultural safety of child and young people from culturally and/or linguistically diverse backgrounds and to providing a safe environment for vulnerable adults, children, and young people with a disability.

Leadership	Coordinator / Team Leader / Manager	Program Manager	Organisational Leadership
	Leading Others	Leading Others	Leading Others
	Leadership Accountability	Leadership Accountability	Leadership Accountability
Leading Others Guides and supports people and teams toward achieving individual and organisational goals	Allocates tasks and responsibilities based on capabilities and strengths. Makes informed decisions and communicates them effectively. Helps source development opportunities aligned to career and development goals. Provides meaningful recognition and feedback, tailors specific and timely input to individual needs.	Connects and aligns team plans and goals to organisations strategy. Fosters a culture of accountability and promotes ownership and responsibility. Models decision-making and is transparent in decision-making process. Creates developmental opportunities, identifies stretch assignments and other opportunities for team members to learn and grow. Requests and acts on feedback on their own leadership capability	Actively creates and shapes culture with intention and purpose. Supports and/or drives leadership development programs and builds the leadership capabilities of others. Facilitates organisational learning, creates structures and processes that support knowledge sharing and transfer. Evaluates and implements third party resources that promote people development and high performance. Serves as a trusted leader, gives guidance and support to senior leaders and other key stakeholders.
	Leads Individuals <i>Accountable for individual team members' performance and engagement</i> Sets clear expectations and establishes achievable goals. Holds team members accountable for their performance and to organisational values. Identifies and addresses underperformance constructively	Leads Leaders <i>Accountable for the performance, engagement and development of leaders</i> Establishes consistent expectations and aligns goals to ensure coherence across teams. Holds leaders accountable for fostering a culture of excellence, growth and upholding the organisation's values. Recognises and addresses leadership challenges, offering constructive feedback and resources to support continuous development	Leads Organisation <i>Accountable for overall organisational performance, engagement, and strategic direction</i> Articulates the organisational vision and aligns resources and priorities with long-term objectives. Ensures all leadership levels are accountable for achieving outcomes and exemplifying organisational values. Proactively identifies and addresses strategic challenges, fostering innovation and adaptability across the organisation



Key Responsibilities

Carer Governance Framework

- Lead the implementation, maintenance and regular review of the Carers SA Carer Governance Framework, ensuring it remains current with legislative, regulatory and sector developments.
- Translate the Framework into operational systems, policies and procedures that are understood and applied consistently across all services.
- Ensure the Framework reflects Carers SA's obligations under the Carers Recognition Act SA 2005, the Commonwealth Carer Recognition Act 2010, funded programs (including Carer Gateway), Australian Service Excellence Standards (ASES), the National Principles for Child Safe Organisations, and all other applicable standards and legislation.
- Report regularly to the CEO and as required, to the Board on the organisation's governance and compliance position.

Quality & Compliance Systems

- Develop and maintain a comprehensive quality management system that supports consistent, person-centred and safe service delivery across all Carers SA programs.
- Lead the development, review and continuous improvement of organisational policies, procedures and supporting documentation.
- Design and oversee the organisation's internal audit program, and coordinate preparation for and responses to external audits, accreditation reviews and regulatory assessments.
- Manage the organisation's compliance register and ensure ongoing monitoring and reporting of compliance obligations across all funding streams and regulatory frameworks.
- Lead ASES accreditation activities, including preparation, assessment coordination and corrective action planning.

Risk Management

- Contribute to the development and implementation of Carers SA's risk management framework, including the organisational risk register.
- Facilitate risk assessments across programs and functions and provide recommendations to mitigate identified risks.
- Analyse risk data and provide timely, evidence-based advice to the CEO and Executive Leadership Team.
- Monitor the risk environment relevant to Carer support services and advise leadership on emerging risks.

Incident, Complaints & Feedback Management

- Oversee the organisation's incident management system, ensuring all incidents are recorded, investigated and responded to in line with policy and regulatory requirements.
- Lead the management of complex and escalated Carer complaints, ensuring fair, transparent and timely resolution consistent with the SA Carers Charter principles.
- Ensure complaints, feedback, compliments and incidents are captured and analysed.
- Prepare and present reports on incidents, complaints and trends to leadership and governance forums.



Organisational Capability

- Build quality and compliance capability across the organisation through coaching, training and the development of accessible resources for staff and managers.
- Influence and support leaders at all levels to embed quality, safety and continuous improvement as core organisational values.
- Contribute to the broader leadership of Carers SA as a member People & Culture team.

Data & Reporting

- As a member of the Data & Privacy Breach Response Team support the Privacy Office as required to review and assess potential data and privacy breaches following the Data Breach Response Plan
- Analyse data from multiple sources including business analytics, internal audits, Carer feedback & complaints to identify issues, develop solutions and drive changes to frontline practices through training, coaching and support.
- Ensure monthly, quarterly, six-monthly and annual reporting requirements are met
- Ensure reporting, data capture and data quality requirements are clearly understood, consistently applied and met within required timeframes

Policies and Procedures

- Policies, procedures and work instructions for areas of responsibility are maintained and updated in line with Carers SA's policy development framework.
- Carry out your position and responsibilities in line with Carers SA values, Code of Conduct, policies, procedures and processes.

Children & Young People

- Support Carers SA as a child safe organisation by undertaking screening for suitability to work with children, young people, and vulnerable adults and to comply with relevant legislative requirements
- Show a commitment to National Child Safety Principles and Carers SA Code of Conduct.

Work, Health & Safety

- Take reasonable care for the health and safety of yourself and others.
- Adopt work practices that support Carers SA's WHS management system and approach.

Performance Review & Development Plan Process

- Actively participate in the annual performance review and development plan process.

Additional Position Requirements

- Due to the nature of the position some out of hour's work will be required.
- Some intrastate travel may be required to attend staff training, sector updates and to promote Carers SA at key events.
- Duties for this position should not be considered definitive and are only descriptive of the type of duties to be undertaken by you during your employment. Carers SA may require you to carry out any duties which are within your skills and competence.
- Duties are subject to change through consultation and are reviewed annually alongside staff performance.



Position Criteria – Competencies and Relevant Experience

- Demonstrated senior experience in a quality, compliance, risk or governance role within community services, health, not-for-profit or social services sectors.
- Strong knowledge and practical application of relevant regulatory frameworks, including Carer Gateway Programme Guidelines, Australian Service Excellence Standards (ASES), and child safety legislation and standards.
- Demonstrated experience leading the development and implementation of governance frameworks, quality management systems, or compliance programs at an organisational level.
- Proven ability to lead audit programs, manage accreditation processes and translate regulatory requirements into organisational practice.
- Demonstrated experience managing complex complaints, incidents and sensitive matters with fairness, transparency and professional rigour.
- Strong analytical capability, with the ability to interpret data, identify systemic trends and develop evidence-based recommendations.
- High-level written and verbal communication skills, including the ability to prepare clear, well-structured reports for executive and Board audiences.
- Demonstrated ability to lead and develop a team, and to influence and build capability across an organisation.
- Ability to work with a high degree of independence, exercising sound professional judgement on complex and sensitive matters.
- Understanding of and commitment to the rights, needs and lived experience of unpaid Carers. (desirable)
- Knowledge of the Carer sector and the legislative and policy environment in which Carers SA operates. (desirable)
- Experience in the social and community services sector and familiarity with SCHADS Award obligations. (desirable)

Education / Certifications

- A tertiary qualification in quality management, governance, business, social work, community services or a related discipline. Equivalent demonstrated experience will be considered.
- Current DHS Working with Children Check.
- National Police Check.
- Current mandatory child protection training will be required.
- Current driver's licence.

