



(Pi) Quality Risk & Safeguarding Senior Practice Lead

Position Description



Dept/Service: (Pi) Corporate Version:8.004065 Issued:10/01/2025 Stage: Issued

Location:

Based in Ballarat. Some travel to Melton required. Central Highlands and Western Metropolitan Regions.

Classification:

Individual Employment Contract

Organisational Focus:

Pinarc Disability Support provides a broad range supports services across the lifespan to individuals and families. We strive to make a positive difference in peoples lives by providing them with opportunities to maximise their potential.

Underpinning all customer services is an approach to service delivery that is committed to ensuring that customers, their families and carers are at the very centre of decision making in matters related to their support needs and life choices. Our commitment includes supporting and empowering people of all abilities, Aboriginal and Torres Strait Island peoples, those from culturally and linguistically diverse backgrounds, those identifying as lesbian, gay, bisexual, transgender, intersex, queer, asexual/agender or other diverse sexual orientations and genders (LGBTIQ+). We actively promote the safety of children.

Primary Objective:

This position reports directly to the CEO and is a member of the Leadership Group. Working collaboratively across the organisation, it is a pivotal role in coaching and developing our teams across sites and services to embed quality, risk and safeguarding practices. The role is dedicated to fostering performance, enhancing collaboration, and ensuring the delivery of high-quality and customer-focused services.

The **specific objectives** for this role include;

- To promote organisational practice that is enabled by strong systems and governance.
- To work in collaboration with the other members of the Executive and Leadership Group to ensure an integrated approach to quality, risk and safeguarding across the organisation
- Work across Pinarc sites and services, working collaboratively with key service delivery staff and corporate services
- To ensure we continue to deliver high-quality person-centred care that is aligned to the expectations and needs of our customers, staff, the NDIS Quality and Safeguarding compliance requirements, and Child-Safe Standards through positive relationship building, coaching, and mentoring

Duties and Responsibilities:

Quality, Safeguarding and Risk

- Ensure the organisation maintains successful external certification across the organisation
- Ensure staff are supported and developed to view accreditation and quality improvement as a core approach to service delivery
- Maintenance of Quality Improvement Plan
- Maintenance of Risk Register
- Maintenance the Complaints Management System and other customer feedback mechanisms
- Maintenance of Legal Register
- Develop training for service quality and continuous improvement
- Ensuring the organisation meets legislative compliance requirements
- Facilitating internal audits to ensure compliance with established Policies and Procedures
- Prepare reports for the Board Quality, Safeguarding and Risk Sub-Committee on quality, continuous improvement, compliance, and risk matters
- Attend and present at the quarterly Quality, Safeguarding and Risk Sub-Committee meetings as support to the CEO
- Implement and report on key deliverables from Strategic Plan
- Support Executive, Leadership Group and teams to identify and manage risk across sites and services
- In consultation, develop organisation policies and procedures reflecting best practice, industry standards and legislative requirements
- Ensure regular and timely review of organisational Policies and Procedures and update associated documentation

- Support the development of collaborative relationships with key stakeholders to enhance sector development activities and impact to Pinarc

Health and Safety

- Oversee and chair the organisation's Occupational Health & Safety (OHS) Committee in conjunction with People & Culture Manager
- Lead the maintenance of OHS systems across the organisation
- Oversee the maintenance and review of OHS compliance requirements

Other duties

- Work closely with the Executive and Leadership Group to develop submissions on behalf of the organisation for funding, awards and other identified opportunities

Qualifications:

- Tertiary qualifications in human resources, and/or quality, safeguarding and risk systems, and/or business management

Experience:

- At least 3 years experience in a leadership role
- Experience in maintaining and monitoring quality, risk and safeguarding systems, preferably in a social, community and/or health services environment

Other Requirements:

- NDIS Safety Screening Check (includes Police Check)
- Victorian Employee - Working with Children Check
- Satisfactory completion of NDIS Worker Orientation Module
- Pre-Employment Health Declaration
- COVID-19 Vaccination or Medical Exemption

Key Selection Criteria:

- A strong commitment to the work, values, vision and purpose of Pinarc
- A demonstrated understanding of:
 - Disability and Child Safe service standards
 - Quality management systems
 - Risk management
 - Legislative compliance
 - OHS systems
- Excellent written and verbal communication
- Thorough understanding of computer systems and applications, and the ability to present high quality documents
- Capacity to lead by example to motivate staff and promote high work standards
- Well-developed conceptual organisational skills, with attention to detail
- Demonstrated ability to contribute in a collaborative and team context

Reports To:

Chief Executive Officer (CEO)

Accountability:

Accountable to the CEO

Extent of Authority:

According to the Delegations of Authority Policy.

Pinarc Disability Support Inc (Victoria) ABN 42 761 925 547

The liability of Pinarc Disability Support Inc ARBN 630 354 826 members is limited

Quality Document References:

Gov - Delegations of Authority: Policy and Procedure -(Pi) Governance

Summary of Specific Responsibilities

Be aware of and comply with the organisations policies, procedures and other associated documentation relevant to the role.

Employee/Volunteer Statement:

I have read, understand and accept the above Position Description for (Pi) Quality Risk & Safeguarding Senior Practice Lead.

Signed: Date: ... / ... /

Name:

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