



Position Description (PD)

1. Position Overview

Position Title: Compliance Manager

Program / Service: Service Delivery

Award / Classification: SCHADS Award – Level 6

Reports To: Head of Operations

Direct Reports: Nil

2. Position Purpose

The Compliance Manager provides specialist compliance leadership, assurance and advise across the organisation. The role is responsible for identifying and assessing compliance risks, coordinating audits and reviews, interpreting obligations, and ensuring corrective actions are effectively assigned, tracked, verified and closed. The position strengthens organisational compliance with legislative, regulatory, contractual, funding and accreditation requirements, while promoting service quality, safeguarding, risk management and continuous improvement.

3. Key Accountabilities

A. Operational & Service Delivery

- Provide specialist compliance advice and support to service managers and teams to support compliance with legislative, regulatory, contractual, funding and accreditation requirements.
- Coordinate compliance activities across service programs to support safe, effective service delivery.
- Support services to understand and respond to compliance obligations, audit findings, incidents, complaints, regulatory requirements and identified service gaps
- Coordinate compliance evidence, documentation and audit preparation activities.
- Act as a key point of contact for operational compliance enquiries and support.
- Monitor changes to legislative, regulatory and accreditation requirements and advise services on implications for service practice and risk controls.

B. Quality, Compliance & Risk

- Plan and conduct compliance reviews, audits, investigations and monitor activities to identify non-compliance, risk exposure, gaps and improvement opportunities.
- Analyse compliance information, audit outcomes, incidents and complaint data, and other assurance data to identify emerging trends and systemic risks.
- Provide clear recommendations on compliance risks, mitigation strategies, control improvements and required corrective actions.
- Coordinate external audits, accreditation reviews, regulatory assessments and funding compliance activities.
- Escalate significant, recurring or unresolved compliance risks in accordance with organisational requirements.

- Prepare high-quality compliance, risk and assurance reports that support operational oversight, executive decision-making and governance reporting.
- Promote a culture of compliance, accountability and risk awareness across the organisation.

C. Leadership & Workforce

- Build manager capability to identify, assess and respond to compliance risks and obligations within their areas of responsibility.
- Design and deliver compliance guidance, tools, education and awareness activities to build organisational capability and consistent practice
- Contribute compliance expertise to service reviews, projects, policy development and organisational improvement initiatives.
- Exercise professional judgement and autonomy in providing compliance assurance, advice and recommendations.
- Support a culture of ethical practice, accountability, safeguarding and continuous learning.

D. Stakeholder & Relationship Management

- Develop trusted and effective working relationships with managers, employees and corporate support functions to support positive compliance outcomes.
- Facilitate constructive discussions regarding compliance findings, risks, obligations and corrective actions and improvement priorities.
- Liaise professionally with regulators, auditors, accreditation bodies, funding agencies and external stakeholders as required.
- influence and support stakeholders to implement and sustain compliant practices and continuous improvement initiatives.
- Collaborate with service areas to address compliance issues and achieve practical, risk-based solutions.
- Represent the compliance function in meetings, reviews and organisational forums as required.

E. Continuous Improvement & Systems

- Maintain compliance monitoring systems, audit schedules, action registers and reporting tools.
- Monitor, track and verify corrective actions arising from audits, incidents, complaints, investigations and compliance reviews.
- Ensure corrective actions are clearly documented, implemented, reviewed for effectiveness and formally closed.
- Monitor compliance with child safety, safeguarding and reportable conduct obligations through assurance and review activities.
- Analyse compliance performance data and identify opportunities to strengthen service quality, compliance and organisational risk management.
- Develop and review compliance procedures, tools, templates and resources to support consistent organisational practice.
- Lead continuous improvement activities arising from compliance monitoring, audits, reviews and organisational learning.
- Prepare compliance reporting for senior leadership, governance and regulatory purposes.

4. Mandatory Legislative & Governance Responsibilities

The Compliance Manager is required to:

- Maintain accurate and complete records in accordance with statutory, audit, funding, and organisational requirements.
- Protect personal and sensitive information in accordance with the Privacy Act 1988 and confidentiality obligations.
- Identify and report WHS risks, hazards, and incidents in accordance with the WHS Act and organisational procedures.
- Comply with the Fair Work Act and relevant Awards when providing advice or support to leaders and staff.
- Ensure conduct and workplace interactions comply with anti-discrimination, equal opportunity, and anti-bullying legislation.
- Act ethically and in accordance with organisational values, policies, and codes of conduct.
- Perform other duties as directed, commensurate with the scope and expectations of the role.

5. Key Relationships

Internal

Relationship	Purpose
Head of Operations	Direction, guidance, escalation
Operational Leaders / Managers	People and operational compliance support
Employees	Information, guidance, and support
Corporate Services Teams	Coordination and information sharing

External

Relationship	Purpose
Regulators / Agencies	Information exchange (as directed)
Training / Compliance Providers	Service delivery support
Auditors / Consultants	Documentation and compliance support

6. Capabilities & Selection Criteria

Qualifications

- Relevant qualification in compliance, risk, governance, quality management, business or a related discipline, or substantial equivalent experience.

Experience

- Significant experience leading compliance, quality or risk activities within complex, regulated service environments.
- Demonstrated experience interpreting and applying legislation, regulatory standards, contracts, funding agreements and accreditation requirements.

Knowledge & Skills

- Strong knowledge of compliance, risk, safeguarding, privacy, WHS and governance principles relevant to community and human services.
- Demonstrated ability to conduct audits, analyse systemic risks and influence corrective action across multiple service areas.
- Strong understanding of child safety, safeguarding and reportable conduct obligations relevant to CS#1's services
- Strong coordination, documentation, and record-keeping skills.
- Demonstrated ability to influence stakeholders and drive compliance outcomes without direct managerial authority.

Values & Behaviour

- Demonstrates integrity, professionalism, and respect.
- Demonstrated commitment to ethical practice, inclusion, and child-safe principles.

7. Role Scope & Authority

Area	Description
Decision Making	Works under general direction within established policies
Financial Responsibility	Nil (except incidental expenditure as approved)
People Responsibility	Nil (advisory and support role only)
Compliance Frameworks	Fair Work Act, WHS Act, Privacy Act, child safety legislation, organisational policies

8. Work Health and Safety requirements:

Early Childhood Education and Care based roles:

- Ability to meet the physical and psychological demands of working with young children in an active environment.
- Capacity for safe manual handling (lifting, carrying, assisting children) and floor-based activities (bending, kneeling, standing).
- Ability to respond to children's care, safety, and wellbeing needs, including emergencies, with resilience and professionalism.

Aged Care based roles:

- Ability to meet the physical and psychological demands of caring for older persons.

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- Capacity for safe manual handling, including mobility assistance and use of equipment.
- Demonstrated resilience and ability to respond to complex care needs in a safe and professional manner.

Community Services based roles:

- Ability to meet the physical and psychological demands of community-based work.
- Capacity for manual tasks and working across varied environments (office, outreach, client settings).
- Demonstrated resilience and ability to manage complex or sensitive situations effectively.

Office-Based Roles

- Ability to meet the physical demands of a sedentary role, including prolonged sitting and computer use.
- Capacity to maintain focus, manage workload pressures, and work safely in an ergonomic environment.
- Capacity for manual tasks and working across varied environments (office, outreach, client settings).

For all

- Ability to perform the inherent requirements of the role, with or without reasonable adjustment.

9. Employment Conditions

- Maintain required licences (Drivers), checks (National Police Check and Working with Vulnerable People), and mandatory training
- Comply with organisational policies and procedures
- Participate in supervision, performance review, and professional development
- Role may require flexible hours and will travel between services

9. Acknowledgement

Name

Signature

Date

Employee

Manager