

Position Description

Title	Quality & Compliance Officer
Reporting Relationships	Reports to: Quality & Compliance Manager Direct Reports: N/A
Position Purpose	To be an integral part of ensuring organisational compliance with NDIS Practice Standards and quality frameworks. To support the Quality and Compliance Manager and staff across documentation compliance, incident notification, internal auditing, and safeguarding matters, contributing to strong participant outcomes and outstanding quality of service to all stakeholders.
Operating Environment	Insight PBS is a registered NDIS provider delivering behaviour support services. This role operates within the NDIS Quality and Safeguards Framework and works under the direction of the Quality and Compliance Manager, supporting team leaders and staff across the business to maintain documentation compliance and audit readiness. The role provides support in contributing to continuous improvement activities in line with regulatory requirements.
Responsibilities	• Maintain and monitor compliance tracking systems, identifying risks and areas of non-compliance for escalation to the Q&C Manager or internal stakeholders. • Undertaking internal audits to assist in promoting and verifying compliance and to facilitate continuous improvement. • Support internal quality audit activities by preparing evidence, conducting checks against standards, documenting findings and referring identified issues to Q&C Manager. • Assist with the review and enhancement of quality systems by identifying inefficiencies, recommending improvements within scope, and supporting controlled updates to procedures and workflows. • Support preparation for external audits or assessments by organising evidence, ensuring documentation readiness, and assisting with follow-up actions arising from audit outcomes. • Provide support with the maintenance and implementation of organisational policies, processes, procedures & systems as required • Support the Q&C Manager in delivering guidance, advice, and training to internal staff, ensuring compliance and correct implementation of policies, processes & systems are followed. • Liaise with clinical leadership to maintain and support with implementing systems to facilitate compliance in accordance with the relevant legislative and regulatory requirements as required • Assist with monitoring incident management reports and prepare reports to the NDIS Commission, ensuring compliance, timeliness and accuracy with NDIS reportable incident requirements, escalating to Q&C Manager when required • Support the auditing and monitoring of safeguarding matters in line with organisational policy and regulatory requirements

	Skills • Strong computer literacy (Microsoft 365, general use) • Ability to understand and apply relevant legislation, regulations, policies and standards, escalating for guidance when required. • Excellent communication skills - verbal and written • An understanding of person-centred care in relation to the standards and framework • Ability to work independently and as part of a team • Ability to handle sensitive client matters with empathy & confidentiality • Possess excellent interpersonal skills including written and verbal communications skills. • Ability to work under pressure and meet deadlines and changes in priorities while maintaining capacity to plan, organise and prioritise tasks. • Attention to detail and a high level of accuracy • Flexible and ability to prioritise based on company needs Behaviours • Be honest and trustworthy and demonstrate sound work ethics with a particular emphasis on confidentiality • Calm and logical when dealing with multiple priorities • Attention to detail and time management • Structured and a focus on systems thinking • Continuous improvement mindset • Demonstrate a productive, flexible approach to achieving outcomes in a fast paced, commercial environment • Demonstrate high standards in making a personal contribution to the business and setting an example by way of work quality and positive behaviour Education, Training and Experience: • A sound understanding of the NDIS Quality and Safeguarding Framework and the National Disability Insurance Scheme Act 2013 • ISO 19011:2018 certification or Diploma of Quality Auditing (desirable) • Experience in a regulatory context. • Experience in or demonstrated sound understanding of disability service in a state or territory government context. • Previous exposure to auditing and compliance in allied health settings • Ability to collect and analysis data for reporting purposes
Team Participation	• Participate actively in team meetings and quality working groups • Share information constructively with colleagues and clinical leaders • Contribute to Insight PBS's continuous improvement ethos
Workplace Health and Safety (WHS)	• Comply with all Insight PBS WHS policies and safe work procedures • Identify and report hazards and risks promptly • Support the creation of a psychologically and physically safe work environment
Delegated Authorities	• Prepare incident notifications and supporting documentation for review and submission by the Q&C Manager Identify opportunities for improvement and provide suggestions to the Q&C Manager for consideration.

Performance Criteria	Success in this role is demonstrated by: • Completion of scheduled internal audits and quality activities to agreed timeframes and standards • Timely and accurate submission of NDIS reportable incidents, in line with regulatory requirements • Clear, practical follow-up and support provided to staff and stakeholders to uphold audit readiness and documentation compliance • High-quality, audit-ready documentation and compliance registers • Constructive input into policy and process improvements aligned with NDIS requirements • Positive feedback from the Q&C Manager and clinical leadership on the value and usability of quality support and advice • No adverse findings in internal or external NDIS audits • Effective identification and escalation of safeguarding matters and compliance risks
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