

Job Title:	Manager of Systems, Quality, Risk and Compliance	Job Category:	Full Time
Department/Area:	People and Operations	Travel Required:	As required
Reporting to:	Chief of People and Operations	Salary Packaging:	70%
Direct Reports:	Senior Network Infrastructure Administrator; PhD Student	Location:	Head Office

Role and Responsibilities

Reporting to the Chief of People and Operations (COPO) and a key member of YouthCARE's Senior Leadership Team (SLT), the Manager of Systems, Quality, Risk and Compliance is the person who makes sure YouthCARE's promises hold up under scrutiny. Two of those promises matter more than any other: that every child that YouthCARE cares for is safe, and that when a school community is hit by tragedy, our Pastoral Critical Incident Response (PCIR) teams turn up ready and equipped. This role owns the compliance frameworks behind both, alongside organisational risk, quality, legislative compliance, IT and reporting.

The frameworks this role owns only matter if they change what happens on the ground: whether a child protection audit finding actually gets closed out, whether a chaplain gets proper support after a critical incident, and whether the Board can trust what it is being reported. The role audits, monitors and reports on whether YouthCARE is meeting its obligations, and escalates plainly when it is not, working closely with SLT colleagues across portfolios.

It also carries operational accountability for YouthCARE's IT infrastructure, core systems including MyCARE, and the Power BI environment that the Executive Leadership Team and Board rely on to see what is really happening.

Spiritual Leadership

- Model a genuine, growing Christian faith, understanding that the team and the organisation will look to this role to embody integrity and transparency as expressions of faith, not just professional standard.
- Apply YouthCARE's values of hope, respect, compassion and service to the design of systems, frameworks and controls, building assurance that protects people rather than simply satisfies an auditor.
- Ensure compliance and quality activity stays connected to YouthCARE's mission, keeping the focus on the safety of children and the integrity of the organisation.
- Raise concerns, adverse findings and emerging risks honestly and without minimisation.

- Champion the spiritual wellbeing of the Systems, Quality, Risk and Compliance team, creating space for prayer, encouragement and genuine faith conversation as a natural part of team life.
- Participate actively in organisational prayer, spiritual formation and discernment opportunities.
- Must be actively engaged in the life of a Christian church that affirms the triune Godhead of Father, Son and Holy Spirit.

Child Protection Compliance

- Own YouthCARE's child protection compliance framework, ensuring policies, procedures, training and record-keeping meet or exceed legislative requirements, the National Principles for Child Safe Organisations, Department of Education requirements and the terms of the Service Agreement.
- Monitor child protection compliance across the organisation, including record quality, reporting timeframes, mandatory reporting obligations and training currency, reporting performance and exceptions to the COPO.
- Maintain YouthCARE's compliance with the Reportable Conduct Scheme, ensuring notifications to the Ombudsman are made within required timeframes, investigations meet the required standard, and outcomes are reported as required.
- Respond accurately and timely to all subpoenas, notices to produce and orders.
- Ensure Working with Children Check, NCCHC and screening compliance is systematically monitored and evidenced, working cross-functionally with People and Culture and Managers who hold the operational process.
- Conduct scheduled audits and spot checks of child protection records and practice with the Child Protection Coordinators, ensuring findings are actioned and closed.
- Maintain the child protection training framework in partnership with People and Culture, ensuring content is current, completion is tracked and gaps are escalated.
- Provide regular child protection compliance reporting to the COPO.

Pastoral Critical Incident Response (PCIR) Compliance

- Own the compliance and quality framework for the PCIR function, ensuring deployment, response, documentation and follow-up meet agreed standards.
- Monitor PCIR accreditation and currency for all PCIR chaplains (school and sports), escalating lapses before they affect deployment capability.
- Ensure PCIR incidents are recorded, reviewed and reported consistently, and that post-incident debrief and follow-up obligations are completed.
- Analyse PCIR data, including incident volume, response times, deployment coverage and outcomes, and provide regular trend reporting to the COPO.
- Conduct post-deployment reviews with the PCIR Coordinators, ensuring lessons are captured and improvements implemented.
- Ensure PCIR practice remains aligned to Department of Education and Sporting Association requirements and to any agreements with emergency services or other agencies.

Risk Management

- Administer YouthCARE's Risk Management Framework as the named document owner, developing the review cycle in collaboration with fellow SLT members whose portfolios it covers, and recommending changes through to the Executive Leadership Team (ELT).
- Maintain the risk management software and central risk register, supporting Senior Managers to keep their portfolio registers current and escalating where they are not.
- Provide regular risk reporting to the COPO, including movement in the risk profile, emerging risks, control effectiveness and the status of treatments.
- Maintain YouthCARE's business continuity framework, coordinating the business impact analysis, ensuring each portfolio has current continuity arrangements, running the testing schedule, and reporting readiness to the ELT and Board.
- Support the COPO in reviewing YouthCARE's risk appetite and tolerance, testing significant decisions and risk ratings against the Risk Appetite Statement and escalating material variances to the COPO.
- Provide risk advice, support and training across the organisation, building the capability of Senior Managers to identify, assess and treat risk within their own areas.

Quality Assurance and Continuous Improvement

- Develop and maintain YouthCARE's quality framework with fellow SLT members, defining service standards, measures and review cycles across chaplaincy, CVE, PCIR, SportsCARE and support functions.
- Establish and run a schedule of internal audit and service review, ensuring findings are documented, assigned, actioned and closed.
- Own the policy and procedure framework, ensuring documents are version-controlled, reviewed on schedule, accessible and consistently applied.
- Lead continuous improvement activity, ensuring improvements are prioritised, resourced and evaluated.
- Provide regular reporting to the COPO on quality performance, with clear evidence of where standards are and are not being met.

Legislative and Regulatory Compliance

- Maintain YouthCARE's compliance register with fellow SLT members, identifying every legislative, regulatory, contractual and funding obligation, its accountable owner, and the evidence of compliance.
- Monitor legislative and regulatory change relevant to YouthCARE, assess the implications and coordinate the organisation's response.
- Ensure compliance with ACNC governance standards, privacy and data protection obligations, Work Health and Safety legislation, and the requirements of the Department of Education Service Agreement.
- Maintain the contract and legal document register, coordinating external legal advice as required.

- Provide regular compliance reporting to the COPO, ensuring the Executive and Board can be properly advised on compliance status.

Information Technology, Systems and Data

- Hold operational accountability for YouthCARE's IT infrastructure, networks and core systems, ensuring they are secure, reliable, well supported and fit for purpose.
- Lead the Senior Network Infrastructure Administrator, setting priorities, agreeing service standards and ensuring they are met.
- Own YouthCARE's cybersecurity posture, including access control, patching, backup, security awareness and incident response.
- Maintain and test IT disaster recovery arrangements, ensuring critical systems and data can be restored within agreed recovery timeframes.
- Manage IT vendor and contract relationships and maintain the IT asset register, software licensing and lifecycle replacement planning, ensuring value for money and service reliability.
- Oversee MyCARE as YouthCARE's core operational system, ensuring it is maintained, developed in line with business need, and that the data held within it is accurate and trusted.
- Ensure data governance, privacy and record-keeping obligations are met across all systems, and that data breach response obligations can be met in practice.
- Set organisational data standards and work with fellow SLT members to build reporting that meets their operational needs, keeping reporting consistent across departments and reducing reliance on manual spreadsheet reporting.
- Own and operate the Power BI environment as YouthCARE's primary reporting platform, and develop and maintain the dashboards and balanced scorecard, turning operational data into insight the Executive Leadership Team and Board can actually use.
- Ensure reporting supports funding, contractual and regulatory obligations, including Department of Education reporting requirements.
- Build data literacy across the organisation so that managers can confidently interpret and use the reporting available to them.
- Lead systems planning and improvement with fellow SLT members, identifying where technology can reduce manual effort, improve data quality or strengthen compliance.

Research

- Support YouthCARE's research function, including any support arrangement for PhD scholarship students and any commissioned research.
- Ensure research activity meets ethical, privacy, consent and data governance requirements.
- Ensure research findings are translated into accessible evidence that supports service improvement, advocacy and funding.

Leading the Function

- Lead, develop and supervise the Systems, Quality, Risk and Compliance team, setting clear expectations, providing regular supervision and building a capable, service-oriented function.
- Develop and manage the function's budget, including IT infrastructure, licensing, systems, audit and external advisory costs, ensuring expenditure is planned, justified and delivers value.
- Manage supplier and contract relationships within the portfolio, ensuring value for money, service quality and timely review or renewal.
- Monitor and report expenditure against budget, working with the Finance Manager to identify and explain variances early.
- Prepare business cases for new systems or compliance investment, setting out the expected benefit, cost, risk and measures of success.

Cross-Functional Collaboration

- Work cross-functionally with fellow SLT members to keep risk, quality, compliance and systems settings aligned with what each portfolio actually needs, in particular:
- Work with the Child Protection Coordinators and PCIR Coordinators on compliance monitoring, audit and improvement, respecting their operational leadership while maintaining independent assurance.
- Partner with the Manager of People and Culture on HR systems, people data, workforce reporting, clearance compliance and people-related risk.
- Work closely with the Finance Manager on financial controls, audit outcomes, insurance, procurement and the integrity of data across finance and operational systems.
- Partner with the School Services Managers on service quality measures, school-facing systems, and child protection, screening and PCIR compliance as they apply within each region.
- Work with the Communications and Engagement Manager on website, CRM and digital platform data integrity, and on the data and reporting needed for external, partner and funder requirements.

General

- Contributes to the development and improvement of the performance of the organisation.
- Upholds the Vision, Mission and Values of the organisation.
- YouthCARE upholds and promotes Child Safe policies and procedures.

Key Performance Indicators

Spiritual Formation

- Personal spiritual formation: active and growing engagement in personal spiritual formation, including regular church attendance and intentional spiritual formation practices (e.g. prayer, Scripture, retreat, spiritual direction).

- Team spiritual formation: each direct report is actively supported in their own spiritual formation journey, including intentional spiritual formation conversations as a standing element of all 1:1s.
- Sensitive people matters are handled in a way that reflects hope, respect, compassion and service.

Child Protection Compliance

- Child protection compliance framework current, reviewed on schedule and aligned to legislative and Service Agreement requirements.
- 100% Working with Children Check, NCCHC and screening compliance monitored and evidenced at all times.
- Reportable Conduct notifications made within required timeframes without exception; investigations meet the required standard.
- All subpoenas, notices to produce and orders are responded to accurately and within required timeframes.
- Scheduled child protection audits completed; findings actioned and closed within agreed timeframes.
- Child protection training completion tracked, reported and gaps escalated.
- Child safety reporting provided to the COPO accurately and on the agreed cycle.

PCIR Compliance

- PCIR accreditation and currency monitored for all PCIR chaplains; lapses identified before they affect deployment.
- PCIR incidents recorded, reviewed and reported consistently; post-incident follow-up evidenced in all cases.
- Post-deployment reviews completed and improvements implemented.
- PCIR data and trend reporting delivered to the COPO on the agreed cycle.

Risk Management

- Risk management framework current and reviewed at least annually.
- Escalation processes are completed with 100% compliance for any new or emerging risks.
- Central risk register current, with every risk carrying an assigned owner, assessed rating, controls and active treatment.
- Risk reporting delivered to the COPO on the agreed cycle, accurate and prepared for ELT and Board use.
- Risk appetite and tolerance reviewed on schedule; significant decisions and risk ratings tested against the Risk Appetite Statement.
- Risk advice and training delivered; Senior Managers demonstrate capability to identify, assess and treat risk in their own areas.

Quality Assurance and Continuous Improvement

- Quality framework in place with defined service standards and measures across all service areas.
- Internal audit and service review schedule delivered; findings actioned and closed within agreed timeframes.
- Policies and procedures version-controlled, and accessible to staff.
- Improvement actions prioritised, implemented and evaluated, not simply logged.

Legislative and Regulatory Compliance

- Compliance register complete and current, with an accountable owner and evidence of compliance for every obligation.
- Zero material regulatory, legislative or Service Agreement compliance failures.
- Legislative and regulatory changes identified, assessed and responded to within agreed timeframes.

Information Technology, Systems and Data

- Critical systems availability at or above agreed uptime targets; incidents resolved within agreed service levels.
- Zero material cybersecurity breaches; backup and recovery tested and verified on schedule.
- Data governance, privacy and breach response obligations met, with an agreed source of truth established for key organisational measures.
- MyCARE maintained and developed in line with agreed business priorities; data accuracy issues identified and resolved.
- IT asset register, licensing and lifecycle planning current; vendor contracts reviewed on schedule.
- Power BI dashboards supporting ELT and Board reporting are accurate and delivered on time.
- Reliance on manual spreadsheet reporting reducing year-on-year.
- Funding, contractual and Department of Education reporting requirements met in full and on time.
- Managers report confidence in using the reporting available to them.

Research

- Research activity meets ethical, privacy and consent requirements without exception, including approvals in place before data collection begins.
- Support arrangements for PhD scholarship students in place, current and reviewed on the agreed cycle.
- Research findings translated into accessible outputs and demonstrably used in service improvement, advocacy or funding submissions.

Leading the Function

- Team members have clear expectations, regular supervision and current development plans.

- Expenditure managed within approved budget; variances identified, explained and addressed early.
- Supplier and contract arrangements reviewed on schedule, with value for money demonstrated at renewal.
- Business cases for new investment include costed benefits and agreed success measures.

Selection Criteria

Essential

- Demonstrated experience leading a risk, quality, compliance or governance function, with evidence of building frameworks that are genuinely used rather than shelved.
- Sound working knowledge of child protection and safeguarding obligations, including the National Principles for Child Safe Organisations and reportable conduct requirements.
- Proven experience developing and maintaining organisational risk management frameworks and risk registers, and reporting risk to executives and boards.
- Strong understanding of regulatory and contractual compliance in a funded or contracted service environment, including privacy, data protection and Work Health and Safety obligations.
- Demonstrated experience overseeing IT infrastructure, core systems and cybersecurity, whether directly or through specialist staff and vendors.
- Proven capability in data and business intelligence, including Power BI, with the ability to turn operational data into reporting that executives and boards actually use.
- Excellent written communication, able to produce clear, accurate assurance reporting for executive and Board audiences.
- Deep personal Christian faith, actively expressed through church participation and personal spiritual formation, and genuine alignment with YouthCARE's mission to express God's love and presence in educational and other communities.
- Must be actively engaged in the life of a Christian church that affirms the triune Godhead of Father, Son and Holy Spirit.
- Current Working with Children Check and NCCHC clearance, or ability to obtain.
- Current valid driver's licence.

Desirable

- Experience in a not-for-profit, education, church or community services context.
- Formal qualification in risk management, governance, quality, audit or information technology.

- Experience operating under the Western Australian Reportable Conduct Scheme.
- Familiarity with research governance, ethics and data management requirements.

Reviewed By:		Date:	
Approved By:	Tamsyn Cullingford	Date:	17 September 26