

# Position Description



<b>Position Title</b>	Quality and Governance Lead
<b>Location</b>	Karuna Hospice Services, 27 Cartwright Street, Windsor QLD.
<b>Department</b>	Business Operations
<b>Hours</b>	Part Time - 0.80 FTE
<b>Classification</b>	SCHADS 6
<b>Position Purpose</b>	The Quality, Compliance & Governance Lead provides independent assurance that Karuna’s quality, risk and governance frameworks are effective, fit for purpose and operating as intended across clinical and non-clinical services. The role leads second-line oversight of governance systems, including risk management, quality management, incident oversight, audit and accreditation, with a focus on monitoring, testing and verification rather than operational delivery. Working collaboratively with the Business Operations Manager, HR and Compliance Officer, and organisational leaders, the role supports consistent application of governance frameworks while maintaining independence in risk identification, escalation and reporting to the CEO and governance committees
<b>Reports To</b>	Business Operations Manager
<b>Direct Reports</b>	None
<b>Our Organisation</b>	Karuna Hospice Service Ltd (“Karuna”) is a community-focused organisation guided by Buddhist principles. Karuna is dedicated to alleviating suffering by fostering choice, agency, and quality of life for all. Through specialised end-of-life care and other holistic supports, we provide compassionate, dignity-centred guidance to individuals, carers, and the broader community. As part of our team, you will help uphold these values with intent and compassion, to empower people to embrace both living and dying, and support them to find peace within.
<b>Our Values</b>	<p>How we think: <b>Humility</b> <i>To delight in providing noble service in an altruistic manner for the benefit of all with whom we connect.</i></p> <p>How we act: <b>Kindness</b> <i>With a generous spirit we will nurture relationships with grace and empathy.</i></p> <p>How we relate: <b>Respect</b> <i>We commit to freely offering and affirming the uniqueness of all we encounter.</i></p> <p>How we find meaning: <b>Courage</b> <i>‘Courage is about stretch; it’s about realising that something more or different can be done, developing the determination to do it, and then carrying through despite all obstacles’</i> 16 Guidelines for Life.</p>
<b>Our Strategic Plan</b>	<ul style="list-style-type: none"> <li>• <a href="#">Strategic Plan 2024 – 2027</a></li> </ul>

## Key Accountabilities

### Governance & Risk Management

- Lead the organisational risk management framework relating to clinical, workplace health and safety and governance risks
- Maintain oversight of the organisational risk register, with a focus on governance, compliance, clinical and WHS risk categories
- Ensure clear escalation pathways for clinical, WHS and governance risks
- Monitor and report on risk trends, emerging risks, and mitigation effectiveness within these risk domains
- Provide independent advice to CEO and governance committees on risk exposure
- Operational and business performance risks remain owned and managed by executive and operational leaders, with this role providing independent assurance over the effectiveness of related governance controls

### Leadership & Influence

- Demonstrated ability to influence and work collaboratively with senior leaders and frontline teams without direct line authority.
- Proven experience leading quality, risk or governance improvements in complex, resource-constrained environments.
- Ability to build trust and credibility with diverse stakeholders to support engagement in quality and governance activities.
- Confidence to provide constructive challenge, escalate concerns appropriately, and navigate resistance respectfully.

### Quality Management System (QMS)

- Provide oversight and assurance of quality and governance systems that are managed through operational roles and administrative support
- Lead the Quality Management System aligned to NSQ Primary & Community Healthcare Standards, with a focus on governance, oversight and assurance
- Ensure all policies, procedures, and forms are governed through an effective document control framework, with assurance that versioning, approvals and review cycles are operating as intended.
- Oversee policy lifecycle management, including review schedules and compliance
- Drive continuous quality improvement across the organisation

### Accreditation & Governance

- Lead accreditation activities and ensure ongoing compliance with relevant standards
- Lead the governance and assurance functions of the People & Clinical Governance Advisory Committee, including agenda oversight, assurance reporting, and escalation of systemic quality, risk and governance matters
- Act as the primary assurance interface between management and the Committee, ensuring reliable and timely governance information is provided
- Ensure people and clinical governance systems are embedded, monitored, and effective
- Provide assurance that clinical risks are identified, managed, and escalated appropriately

### **Incident Management & Investigation Oversight**

- Own the incident management framework and classification system
- Ensure timely reporting of incidents, appropriate investigation processes, consistent documentation and follow-up
- Monitor incident trends and ensure learnings translate into system improvements
- Provide oversight (not execution) of investigations where appropriate

### **Audit, Assurance & Continuous Improvement**

- Design and maintain an internal audit and assurance program aligned to organisational risk priorities.
- Provide oversight of audit activities across clinical and operational areas, without assuming responsibility for audit execution.
- Monitor audit findings, themes and overdue actions, and provide assurance reporting on progress, gaps and systemic issues.
- Support continuous improvement by identifying assurance insights and emerging governance or control weaknesses.

### **Workplace Health & Safety (WHS)**

- Maintain the WHS framework, systems, and compliance requirements
- Oversee safety audits, hazard identification and management, WHS registers and reporting
- Coordinate training and compliance with WHS obligations

### **Governance Reporting & Committee Support**

- Prepare and present governance, risk, and quality reports to the CEO, Board and subcommittees (e.g. People & Clinical Governance Advisory Committee)
- Provide clear, concise insight on risk status, compliance gaps, audit outcomes, and improvement priorities

### **Organisational Capability & Education**

- Build organisational understanding of risk, quality improvement and incident reporting
- Support leaders and staff to operate within governance frameworks
- Promote a proactive, no-blame culture of reporting and improvement

### **Professional Development**

Maintain accurate professional development records and participate in regular performance reviews, training, and feedback processes to ensure continuous growth and alignment with organisational goals.

## Selection Criteria

### Qualifications & Experience

- Tertiary qualification in health, quality, risk, governance, or related field
- Minimum 5 years' experience in quality, risk, compliance, or governance role
- Experience in healthcare or community services environment
- Experience working with relevant accreditation frameworks (e.g. NSQ Primary & Community Healthcare Standards or similar).

### Skills & Capabilities

- Strong collaboration skills, with the ability to partner with clinical, operational and corporate teams to embed governance frameworks in practice.
- Demonstrated ability to influence, support and engage teams in quality, risk and governance activities without direct authority, using a respectful, enabling and non-punitive approach.
- Strong understanding of risk management frameworks, governance systems and quality management systems.
- Experience in policy development, audit processes, accreditation and compliance frameworks.
- Ability to identify, assess, interpret and communicate risk, quality and compliance insights clearly.
- Strong reporting skills, including the ability to present concise, decision-useful information to executive and Board audiences.
- High level of accuracy and attention to detail, with the ability to connect systems, processes and outcomes.

### Key Attributes

- Credible, calm and approachable, with the ability to build trust and positive working relationships across teams.
- Confident and appropriately independent, with the judgement to provide constructive challenge and escalate concerns when required.
- Collaborative and respectful, with a strong commitment to working alongside others to support improvement rather than enforce compliance.
- Values-driven and culturally aligned with Karuna's purpose and ways of working.
- Proactive, reflective and solutions-focused, with a strong sense of accountability and integrity.

Signature: .....  
(Employee)

Date: .....

Signature: .....  
(Manager)

Date: .....