



Position Title: Quality & Compliance Coordinator

Location: Box Hill

Employment Type: Full time / Part time

The Chinese Community Social Services Centre (CCSSC) is a leading ethno-specific organisation committed to delivering culturally responsive and high-quality community and residential care services, supporting the Chinese-speaking community across Victoria. From our Box Hill head office, we deliver a range of culturally appropriate programs, including aged care, disability services, migrant settlement, and community support such as Support at Home, CHSP and NDIS. We are looking for a dedicated Quality & Compliance Coordinator, preferably with a nurse or allied health background, to lead and support quality, risk, and compliance activities across our organisation, ensuring the highest standards of care and service for the communities we serve.

Key Responsibilities:

- Develop, implement, and maintain organisational policies and procedures (P&P) across aged care and community services (NDIS, CHSP, Support at Home).
- Ensure compliance with NDIS Practice Standards, Aged Care Quality Standards, CHSP, and Support at Home requirements.
- Monitor and evaluate compliance systems, identifying risks and areas for improvement.
- Lead quality improvement (QI) initiatives and continuous improvement activities.
- Conduct internal audits, reviews, and compliance checks.
- Maintain up-to-date knowledge of regulatory and legislative changes.
- Provide guidance and training to staff on compliance, policies, and best practices.
- Support external audits, accreditation processes, and reporting requirements.
- Ensure documentation and systems are regularly reviewed and updated.

Requirements:

- Proven experience in a quality and compliance role within aged care, disability, or community services.
- Strong understanding of NDIS, CHSP, and Aged Care regulatory frameworks.
- Demonstrated experience in quality improvement (QI) and compliance monitoring.
- Experience in developing and reviewing policies and procedures.
- Knowledge of provider registration requirements (NDIS categories 1–6 preferred).
- Excellent analytical, organisational, and communication skills.
- Ability to work independently and collaboratively across multiple service areas.
- Relevant qualifications in healthcare, community services, quality management, or related field. (Nurse or allied health background preferred).

Desirable:

- Experience supporting audit and accreditation processes.
- Familiarity with risk management frameworks and incident management systems.

We offer a competitive salary with salary packaging options to increase your take-home pay.

This position is classified under the Social & Community Services Award. Remuneration will be commensurate with qualifications and experience.

The final scope of responsibilities will be aligned to the appointed classification level.

How to Apply:

Please submit your Resume and Cover Letter to hr@ccssc.org.au. For full application guidelines, please visit <https://ccssc.org.au/join-us/careers>.

Applications close: Tuesday, 21 April 2026