

Position Description

Position Title:	Quality Assurance Applications Lead
Level:	Level 6
Location:	Arundel
Employer:	Bravehearts Foundation Limited
Reports to:	National Program Manager, Beyond Brave

Our Vision

A world where people, communities and systems all work together to protect children from sexual abuse.

Our Mission

To provide a coordinated and holistic approach to the prevention and treatment of child sexual abuse.

Our Values

Integrity: We act with integrity, demonstrate accountability, honesty, and at all times, behave ethically.

Respect: We behave and communicate with inclusivity, mindfulness, and professionalism whilst continually embracing diversity.

Energy: We unreservedly apply ourselves using all efforts, power and abilities towards protecting children from child sexual abuse.

Empathy: We seek to genuinely understand other people's experiences, culture and perspectives. In turn, we support individuals and communities in a manner that is meaningful to them.

Bravery: We acknowledge the bravery of survivors and those that support them. Without fear or favour, we seek to ensure that children have a childhood free from sexual harm.

Our Commitment as a Child Safe Organisation

Bravehearts is unwavering in our commitment to the safety and wellbeing of all children and young people accessing our services. We act without hesitation to ensure the legal rights of all children and vulnerable persons are maintained. Bravehearts is dedicated to fostering a culture where every child is valued, respected, and safe from harm.

Bravehearts Statement of Commitment embodies this through application of our pledge to:

Prioritise the Child	The best interests of children are at the forefront of every decision and action we take.
Cultivate a Safe Culture	We are dedicated to creating and maintaining a child-safe environment characterised by transparency, accountability, and a shared responsibility for protecting children from sexual abuse and exploitation, and abuse and neglect more broadly.
Empower Voices	We actively listen to and amplify the voices of children and young people, ensuring their perspectives shape our policies, programs, and practices.
Act with Vigilance	All Bravehearts personal (National Board, staff, students and volunteers) are mandatory reporters, committed to promptly reporting any concerns about a child's safety to the appropriate authorities, irrespective of age, type of harm or location.
Collaborate for Impact	We operate in a spirit of cooperation and consultation with other relevant agencies in matters concerning child protection. We work in close partnership with families, communities, and other agencies to create a network of support that protects and promotes the wellbeing of children.

Position Purpose

The Quality Assurance Applications Lead is responsible for assessing, reviewing and drafting complex applications submitted under the National Redress Scheme to ensure compliance with the legislative requirements of the National Redress Scheme for Institutional Child Sexual Abuse Act 2018 and associated policies, procedures, and operational guidelines.

The role provides analysis and advice on eligibility, legislative interpretation, evidentiary requirements, and decision-making processes relating to applications for Redress. The Quality Assurance Applications Lead supports lawful, fair, trauma-informed, and timely outcomes for applicants while maintaining procedural integrity and confidentiality. This role will work closely with knowmore (the legal entity funded to provide free, confidential and independent legal advice for survivors of child sexual abuse).

This role is also responsible overseeing for the delivery of the daily operational requirements of the Quality team, providing leadership and support to a small team of Quality Assurance Applications Officers, and relevant reporting.

Primary Duties & Responsibilities

The role will have responsibility in the following areas:

Review and Drafting of Complex Applications

- Assess complex applications for Redress against legislative criteria and Scheme policy requirements.
- Support Case Managers to review and analyse evidence, records, submissions and supporting documentation to determine eligibility and compliance.
- Identify risks, inconsistencies or gaps in evidence and recommend appropriate actions in consultation with the Case Managers.
- Prepare written responses to Section 24 (S24) requests for additional information and prepare reviews of decisions and revocations in consultation with Case Managers and the National Program Manager. This may include helping applicants access historical records, such as DHHS files, Royal Commission testimonies, or institutional documents needed to verify their claims.
- Provide recommendations on improving applications for Redress to ensure compliance with legislation, regulations, precedents and policy instruments relevant to the National Redress Scheme.
- Interpret and apply legislation, regulations, and policy instruments relevant to the National Redress Scheme.
- Provide oversight and guidance to the Case Managers, ensuring they have a clear understanding of the Scheme's criteria and the relevant legislative requirements. This is to ensure that all responses submitted to the Scheme accurately and authentically reflect the applicant's story, experience, and voice.

Support to Case Managers

- Provide advice and guidance to the Beyond Brave team on eligibility and legislative interpretation.
- Assist the Beyond Brave team to draft S24 letters and reviews and revocations of decisions made by the National Redress Scheme.
- Contribute to the development and continuous improvement of processes and templates.

Compliance and Risk Management

- Ensure compliance with privacy, confidentiality, records management, and information handling obligations.
- Identify and escalate, operational, and reputational risks.
- Maintain accurate case records and documentation in relevant case management systems.

Team Leadership:

- Provide daily team leadership and support to ensure that the Quality team is running efficiently and effectively.

- Conduct Staff Onboarding Process for new employees within the Quality team.
- Facilitate weekly team meetings and regular 1:1 with each team member.
- Work with the Senior Intake and Administration Coordinator in compiling weekly, monthly and ad hoc reports to the National Program Manager, Beyond Brave and the Director of Therapeutic and Support Services.

Personal Specifications

Qualifications/Experience (Essential):

- Demonstrated experience interpreting and applying legislation, regulations, and legal policy frameworks.
- Demonstrated success in leading and developing engaged, values-aligned, and resilient teams through empathetic leadership that fosters trust, connection and accountability.
- Experience assessing complex matters and preparing written documentation or recommendations.
- Excellent time management and a proven track record of achieving deadlines.
- Strong analytical, research, and problem-solving skills.
- Excellent written communication skills with high attention to detail.
- Ability to manage sensitive and confidential information appropriately.
- Demonstrated ability to work effectively within legislative timeframes and competing priorities.
- Ability to apply a trauma informed lens to all aspects of the role.
- Must have or be willing to apply for a Working with Children Check (Blue Card) and National Police Certificate.
- An understanding of the issues of people impacted by child sexual assault and trauma.
- An understanding of working within a mandatory reporting framework.

Qualifications/Experience (Desirable):

- Legal qualifications are highly desirable (current practising certificate is not required).
- Experience in administrative decision-making within government or statutory schemes.
- Knowledge of the National Redress Scheme for Institutional Child Sexual Abuse.
- Experience working in trauma-informed or victim-centred environments.
- Understanding of privacy legislation and information management obligations.
- Experience working with vulnerable persons or sensitive subject matter.

Personal Qualities:

- Fosters collaboration and teamwork
- Sound reasoning and judgement
- Emotional resilience and professionalism
- Ethical decision-making with a focus on sensitivity and empathy in dealing with traumatic subject matter
- The capacity to work enthusiastically within the parameters of the Bravehearts mission, vision and values (Integrity, Respect, Energy, Empathy and Bravery).

Acknowledgement:

I, _____ acknowledge that I have no past or pending convictions or allegations in relation to harming a child or acting inappropriately toward them nor have I ever deliberately harmed a child or acted inappropriately toward them. I will immediately inform my manager and or People and Culture of any new criminal allegations or charges made against me including but not limited to child sexual abuse or interpersonal violence during the course of my employment that would alter the outcome of the original National Police Check.

I have read, agree and understand my position description. I understand that any inappropriate behaviour towards children on my part may lead to me being stood down from my position, and any prosecution of child sexual abuse, or violence towards a person, whether at work or not, may lead to immediate termination of employment.

I declare that there is no medical or other condition which would stop me from undertaking the duties listed.

Signed: _____

Date: _____