



Position Description

Chief Operating Officer (COO)

Friday 6th March 2026

QSAN Secretariat
118 Charles Street, Aitkenvale, Townsville Qld 4814
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Position Description – Chief Operating Officer

Position Title:	Chief Operating Officer (COO)
Terms:	Permanent full-time
Pay Award and Classification:	SCHADS Award Level 7
Reporting to:	Chief Executive Officer (CEO)

ABOUT QSAN

The Queensland Sexual Assault Network (QSAN) is the peak body for specialist sexual violence support and prevention services in Queensland. QSAN membership includes services for women and specialist services for Aboriginal and Torres Strait Islander victim-survivors, culturally and linguistically diverse women, people with intellectual disability, young women, trans, and gender diverse young people, men and children and our members are located throughout Queensland, including in rural and regional locations.

QSAN services are funded to provide specialist sexual assault counselling, support, and prevention programs in Queensland. QSAN is committed to working towards ensuring all Queenslanders who experience sexual violence recently or historically, regardless of age, gender, sexual orientation, cultural background receive a high-quality response in line with best practice, client-centred principles.

The work of QSAN and analysis of sexual violence is from a feminist perspective and addressed within a trauma-informed specialist framework.

As a peak body, QSAN is required to:

- Undertake systemic advocacy on issues relating to the prevention of sexual violence and the provision of specialist advice to inform the development of Queensland Government's policy, program and legislative reform processes.
- Strengthen service system capacity and capability building including to identify and address common workforce, industrial, workplace health and safety issues.
- Improve information sharing between government and the sector, supporting sector leadership development, and providing or promoting practice forums and workforce development and training events that provide opportunities to share knowledge and resources.
- Improve statewide co-ordination and integration of government and non-government services in responding to sexual violence in Queensland.
- Demonstrate leadership in increasing access, inclusion, and diversity for the sexual violence sector in the delivery of services.
- Demonstrate leadership in the development and implementation of practice standards and quality improvement.
- Assist in the development and implementation of mechanisms to collect and report on data to support ongoing performance improvement across the service system.
- Leverage and maximise outcomes for investment across the service system.

Position Summary

The COO reports to the CEO and will be part of the Executive Leadership team. This role is responsible for overseeing the essential business services at QSAN including human resource management, risk and compliance, administration, IT, and property and asset management. This is a new role for an organisation that has recently been named as the sexual violence peak in Queensland and will require a setting up phase.



The COO will lead a small team to ensure the development of and maintenance of effective processes and systems and compliance with statutory laws and regulations. Operating with limited direction, this role involves managerial responsibility across various organisational functions, where you will take a hands-on approach to key accountability areas and deliverables.

The role will be based in Brisbane with a key initial responsibility to set up the QSAN office and with flexibility for some remote work as agreed ongoing. There may be some travel involved possibly within Queensland.

QSAN requires its employees to demonstrate a commitment to and alignment with the QSAN mission statement and philosophy. QSAN employees are expected to:

- Utilise intersectional feminist and social justice principles in practice.
- Actively contribute to teamwork and team care.
- Utilise collaborative decision-making processes, which requires a high degree of participation, communication, and personal responsibility.
- Utilise consultative and transparent processes.
- Actively reflect on their own practice, foster trust and respect, and contribute to the ongoing improvement of QSAN service provision and processes.

In addition, QSAN employees are also expected to:

- Align personal performance to the Strategic and Operational Plans, relevant funding agreements, this position description and as directed by your line supervisor or the management team.
- Ensure compliance with all legislation, regulations, contracts, and quality assurance standards applicable to the organisation.

QSAN employees are also required to comply with all QSAN policies and procedures.

Key Responsibilities and Outcomes

Operational, Human Resource, Risk and Executive Management

- **Operational Management:** Lead the physical set up of the new QSAN office and ultimately support the CEO with the alignment of teams with the organisational purpose, strategy, values, policy and procedures, and practice frameworks. Oversee the day-to-day operations of business systems and services, ensuring efficient and effective processes.
- **Human Resources Management:** Oversee HR functions, strategic and administrative HR operations including a set up phase with the development of HR policies and procedures, recruitment and selection, and effective onboarding of new staff including induction and training.
- **Supervision, Support and Performance Management:** Provide regular formal and informal supervision and support to staff in your team ensuring a supportive and collaborative work environment. Conduct regular performance reviews, address any performance issue in a respectful way that enhances the delivery of QSAN services, and implement improvement plans as necessary.
- **Policy and Procedures:** Development, implementation and review of policies and procedures for the newly funded QSAN organisation.
- **Workflow Management:** Actively lead workflow management, reporting, quality assurance and service delivery standards for the area of responsibility.
- **Responsible management and use of processes and resources:** Develop, maintain and ensure compliance with organisational policies and legal requirements while efficiently allocating resources, implementing effective management systems, promoting sustainability, regularly reviewing processes, encouraging accountability and transparency, and providing training for responsible resource use. Optimise business services processes, systems, and procedures within budget constraints.



- **Administration:** Overall coordination and delivery of high-quality, effective, and streamlined administrative processes and procedures are in place and support staff in implementing these.
- **IT Systems Management:** Establish a new IT system for the new QSAN office, as well as monitor, and review effective IT systems, overall operations, maintenance, and updates of all IT hardware and software.
- **Procurement and Asset Management:** Manage procurement, asset register, supplier arrangements, contracts. Development of grant funding submissions, external reports and correspondence; and reporting and acquittal of successful bid/tender and grant applications, in collaboration with the CEO.
- **Property Management:** Oversee property management to ensure the QSAN office is well-maintained and operational.
- **Risk Management:** Proactively identify, monitor and manage risks, evaluate situations and take appropriate steps to mitigate risks and business continuity planning. Identify and evaluate organisational risks, develop risk mitigation strategies, maintain organisational registers and reports, and lead organisational continuous improvement including WHS, Fire Safety and relevant HR training for staff as required. Conduct regular monitoring to ensure organisational legislative compliance and insurances in relation to general workplace practices.
- **Executive Management:** Coordinate executive administrative tasks for the Management Committee including the preparation of annual reporting to the Australian Charities and Not for profits Commission (ACNC), event planning related to the Annual General Meeting (AGM) and other community meetings/events in consultation with the CEO and Management Committee. Support the achievement of operational, organisational and strategic objectives by providing professional, high level administrative, financial and executive support to the CEO.

Professional skills and knowledge

- **Collaborative Leadership and Decision Making:** Utilise collaborative leadership approaches to ensure timely, insightful, and ethical decisions that are considered informed and values aligned with the organisation.
- **Team Collaboration:** Build and lead enduring and effective professional relationships. Work collaboratively with the leadership team to achieve strategic and operational goals and provide quality business services support. Draws on appropriate intersectional feminist and social justice frameworks and evidence to support practice.
- **Communication:** Communication skills are clear and concise, inclusive and tailored to unique needs and strengths of individuals, services, and other key stakeholders.
- **Compliance:** Ensure compliance with statutory laws, financial and regulatory obligations, and quality assurance.

ESSENTIAL REQUIREMENTS

1. Tertiary qualification in a relevant discipline (e.g., human resource management, business administration, or management).
2. Minimum 5 years of relevant operational management experience (community services sector experience highly advantageous).
3. Current 'C' class driver's license.
4. High level of computer literacy, including working knowledge of standard Microsoft Office 365 suite + systems, experience in Xero advantageous.
5. Completion of a successful National Police Check upon successful offer of position.

KEY SELECTION CRITERIA

1. Demonstrated knowledge, experience, and skills in a new office set-up and in the coordination and delivery of general and executive administration systems and services.
2. Demonstrated knowledge, experience, and skills in coordinating compliance auditing and continuous improvement plans within a community organisation including risk management and legal and statutory compliance. (e.g. service reviews, legislative compliance reviews).
3. Demonstrated knowledge and commitment to utilising an intersectional feminist approach to leadership and all aspects of human resource management, including recruitment, onboarding, induction and training, support and supervision of staff, with high level interpersonal communication skills, and active participation in decision-making processes.



4. Demonstrated knowledge, experience, and skills in development, implementation and review of organisational policy and procedures.
5. Demonstrated knowledge and experience in establishing effective IT and data management systems.
6. Excellent time management, administrative, and organisational planning skills and initiative applied to work responsibilities, as reflected in an ability to learn quickly, to work flexibly, and to function well autonomously, and in collaboration with the team.

Desirable:

1. Experience in working with the SCHADS Award.
2. Experience in the community sector, especially in the field of sexual violence and/or gendered violence.

To Apply:

If you are interested, please send a cover letter addressing key selection criteria and essential requirements and a CV with two referees to HR@qsan.org.au

If you have any questions, please contact secretariat@qsan.org.au or phone 0493 199 950.

This role will remain open until filled. We will be shortlisting and interviewing candidates as applications are received.