

Regional Quality & Practice Coordinator – Community Care

Yaandina Community Services, situated in Roebourne for over 40 years, is the largest provider of community services in the Pilbara. Yaandina has a comprehensive suite of services that include Youth and Family programs, Community and Aged Care services, and Alcohol and Other Drug Services.

Yaandina Community Services is committed to delivering high-quality, culturally safe and person-centred services. Through integrity, respect, teamwork, continuous improvement and innovation, our dedicated staff focus on supporting clients, families and communities to achieve the best possible outcomes.

About the role:

The Regional Practice & Quality Lead plays a critical role in supporting the delivery of high-quality aged care and disability services across regional towns and remote Aboriginal communities throughout the Pilbara.

This position provides hands-on support to frontline teams, clients and communities by combining practice leadership, workforce development, care coordination and quality oversight. The role ensures services remain culturally safe, compliant with industry standards and responsive to the needs of Aboriginal people across the region.

Duties include but not limited to:

- Support the delivery of aged care and disability services across regional and remote Aboriginal communities.
- Coordinate client assessments, care planning and service reviews.
- Coach, mentor and provide on-site training to frontline staff and service providers.
- Monitor service quality and compliance with Aged Care Quality Standards and NDIS Practice Standards.
- Support continuous improvement activities, audits and quality initiatives.
- Build strong relationships with clients, families, Elders, community representatives and service partners.
- Liaise with health professionals and stakeholders to coordinate holistic care and support.
- Identify service gaps, emerging risks and practice concerns, escalating matters where required.
- Travel regularly to regional and remote communities to provide direct support, mentoring and quality oversight.

About you:

- Passionate about delivering culturally safe, person-centred services.
- Strong understanding of Aboriginal cultural safety and community engagement.
- Experience building capability through coaching, mentoring and practice support.
- Excellent communication, stakeholder engagement and relationship-building skills.
- Ability to work independently across geographically dispersed locations.
- Strong organisational, problem-solving and documentation skills.
- Demonstrated commitment to continuous improvement and quality service delivery.

Requirements of the role:

- Certificate IV or higher in Community Services, Aged Care, Disability or a related field.
- Experience in aged care, disability or community services, preferably within regional, remote or Aboriginal community settings.
- Knowledge of Aged Care Quality Standards and/or NDIS Practice Standards.
- Current National Police Clearance.
- Current Working with Children Check or willingness to obtain.
- NDIS Worker Screening Check or willingness to obtain.
- Current C Class Driver's Licence.
- Capacity and willingness to undertake regular road travel, overnight stays and work across remote locations.

Hours of work:

This is a full-time position. Regular travel throughout the Pilbara region, including remote Aboriginal communities and overnight stays, will be required to support service delivery and workforce capability.

Salary and benefits:

- Base salary ranges from \$110k up to \$115k pending experience and qualifications – as per National Employment Standards (NES)
- Remote allowance
- Superannuation
- Salary packaging options available
- Conferences and training courses available

If you think this position is for you, please select the “Apply Now” option on our website -

<https://yaandina.org.au/about-us/careers/>

Yaandina is committed to providing an environment of diversity and inclusion and is a strong supporter of training and professional development. We are an Equal Employment Opportunity (EEO) employer and are committed to building a workplace culture that values diversity and inclusion. We welcome, actively support and promote the employment of Aboriginal and Torres Strait Islander people, people with disabilities, LGBTQI+, culturally and linguistically diverse (CALD) backgrounds and other diversity groups.