



Position Description

Community Wellbeing

Risk, Quality & Compliance

Officer

Council Strategic Vision

Balancing our progress with our heritage, we lead in coastal management to deliver high-quality public spaces and services to build a welcoming, safe and active community where resident, visitor and business prosperity meet.

Our Culture

A place that proudly delivers great things.

Where we deliver on promises; value people; recognize achievements; inspire progress, respect history, build the future; grow and learn; and enjoy what we do.

Our Values

ARISE: Achievement, Respect, Innovation, Simplicity, Engagement



TITLE:	Community Wellbeing Risk, Quality & Compliance Officer
LEVEL:	5
POSITION OBJECTIVE:	
The Risk, Quality and Compliance Officer works collaboratively across the Community Wellbeing team to implement, monitor and update risk management, quality improvement and compliance frameworks and associated systems and processes for the Community Wellbeing Program.	

1. REPORTING RELATIONSHIPS

- This position reports to the Manager Community Wellbeing.
- This position will work closely with Community Wellbeing staff and volunteers.
- This position will have a close working relationship with the Volunteer Services Coordinator.
- There are no staff reporting to this position.

2. KEY PERFORMANCE INDICATORS

- Evidence of compliance with all relevant legislation, funding requirements, standards and policies. A key area of focus will be the National Aged Care Quality Standards.
- Effective document management systems and processes are implemented and maintained.
- Evidence of appropriate induction processes, for staff and volunteers, across the Community Wellbeing team.
- Timely scheduling of mandatory training for staff and volunteers in accordance with compliance requirements.
- Compliance requirements associated with the community transport fleet are managed and processed in a timely manner.
- Co-payment reductions are completed in accordance with established policies.
- Feedback and evidence that positive, respectful and customer-based relationships are developed and maintained.
- Complete annual PDR with measurable goals and an effective development plan aligned to role requirements.
- Evidence that WHS and other regulatory requirements are completed effectively and on time.

3. POSITION DETAILS

PEOPLE & CULTURE

- Promote a positive and professional image of Council in responding to public enquiries, issues and complaints in accordance with established protocol and regulations.
- Engage with internal and external stakeholders regarding all matters associated with risk, quality and compliance as it relates to the Community Wellbeing Program.
- Provide leadership and specialist advice to Community Wellbeing staff to ensure all services are safe, compliant and delivered to a high standard, aligned to relevant funding requirements, standards, risk management processes and sector best practice.
- Foster and promote a culture of risk awareness and provide input on compliance risk issues.
- Facilitate effective communication between all stakeholders to ensure an efficient and professional service that is compliant with established standards and protocols.

- Develop and maintain positive working relationships with all stakeholders across the region and participate in regional working parties and network groups as relevant to the role.
- Pro-actively develop and maintain respectful and positive relationships both internally and with customers and volunteers.
- Actively participate and maintain a customer focused culture.

SYSTEMS & PROCESSES

- Develop, implement and maintain Risk Management, Quality Improvement and Compliance related frameworks, systems and processes.
- Manage and lead assigned projects, including contributing to the development of Disability Access & Inclusion Plans, and projects related to homelessness, partnership projects and contract management.
- Manage legislative compliance with regard to the community transport fleet, including regular vehicle maintenance and inspections, operator accreditation and annual roadworthy tests.
- Develop, implement, review and maintain policies, procedures, work instructions and guidelines associated with the Commonwealth Home Support Program and SA HACC Program in consultation with relevant staff.
- Undertake periodic audits of documentation including case notes to ensure that data has integrity and meets professional and legal requirements.
- Evaluate compliance of policies, procedures, work instructions and guidelines and identify opportunities for improvement in accordance with changing legislation and industry standards.
- Act as liaison for external auditing processes and oversee development and implementation of resulting action plans.
- Evaluate and authorise applications for reduced co-payments in accordance with established standards and fees frameworks.
- Provide information, training and support on standards, risk management practices and continuous quality improvement protocols as they relate to the Community Wellbeing Program.
- Ensure compliance capabilities and performance are factored into contracts with external suppliers.
- Review, implement and oversee a complaints management system for Community Wellbeing.
- Undertake investigation into incidents and complaints, and identify and recommend appropriate risk management controls.
- Facilitate the implementation of a consistent induction process for new staff and volunteers.
- Manage the training calendar for staff and volunteers, ensuring compliance with mandatory requirements
- Actively seek and suggest ways to improve work practices and outcomes.

QUALITY & COST

- Work within the parameters of the grant funding agreements to support the delivery of timely, high quality, entry-level community support services that are person-centred, goal oriented, and underpinned by a strong emphasis on wellness and reablement.
- Contribute to the establishment of, and subsequently monitor and work within established operational budgets.
- Maintain and review documentation including procedures, forms, work instructions, handbooks, checklists and other documentation related to the effective functioning of the Community Wellbeing Program.
- Identify opportunities for continuous quality improvement and the efficient and effective use of resources across the Community Wellbeing team.
- Deliver quality outcomes on time and on-budget.

- Undertake research and specific projects as required.

DEVELOPMENT

- Remain abreast of compliance requirements and advise and assist with development of support mechanisms to ensure compliance.
- Facilitate the implementation of a consistent induction process for new staff and volunteers.
- Pro-actively participate in the Professional Development & Review (PDR) process and provide suggestions on how individual capabilities can be expanded as they relate to the role.
- Actively listen to the needs, concepts and ideas of peers, the community and customers.

4. PERSONAL CRITERIA

Qualifications

- An appropriate tertiary qualification (eg, Risk Management, Business Administration) – **highly desirable**.
- A certificate in quality auditing – **highly desirable**
- An unencumbered Australian drivers licence - **essential**

Experience & Knowledge

- Demonstrated experience in the management and development of compliance, quality and risk management processes, preferably within a community services setting. – **essential**
- Comprehensive knowledge and understanding of legislation, guidelines, standards and effective risk management practices relevant to the area of operation - **essential**.
- Comprehensive knowledge of the National Aged Care Quality Standards and requirements of the grant funded State and Commonwealth programs.
- Knowledge and understanding of continuous quality improvement principles – **highly desirable**.
- Sound understanding of the issues related to ageing, disability, mental illness, carers and people from diverse cultural backgrounds - **essential**.
- Demonstrated experience in the interpretation and application of legislation and statutory requirements.
- Experience in project planning and an understanding of project management principles.
- Knowledge and understanding of risk, audit and compliance principles, with experience in undertaking internal audits.
- Proficient in the use of Microsoft Office and experience in using corporate digital applications, including records management and finance systems – **essential**.
- Proficient in the use of databases and management of spreadsheets – **highly desirable**.
- Experience working in a multi-disciplinary team and with volunteers.
- Experience in the Alchemy SMS data system or equivalent - **desirable**.
- Experience with the Technology 1 suite of applications – **desirable**.

Personal Capabilities

- Highly self-motivated with the ability to establish credibility and deliver high quality outcomes for our community – **essential**.

- Advanced verbal and written communication skills with the ability to negotiate, influence and motivate individuals – **essential**.
- Ability to prioritise workload and meet set timelines.
- Ability to be resilient, innovative, flexible and readily accommodate change.
- Ability to analyse problems, evaluate alternatives, provide solutions and make decisions based on sound judgement - **essential**.
- Demonstrated commitment to exploring and expanding individual capabilities.
- Ability to work both independently and in a team environment
- Ability to share information and expertise freely.

5. WORK HEALTH & SAFETY RESPONSIBILITIES

- Cooperate with any reasonable policy or procedure relating to WHS.
- Comply with any reasonable instruction in relation to WHS.
- Take reasonable care in regard to work health and safety.
- Avoid adversely affecting the health and safety of any other person through any act or omission at work.
- Ensure that you are not in such state (due to alcohol or drugs) as to endanger your own safety at work or the safety of any other person.
- Not wilfully interfere with or misuse items or facilities provided in the interest of the health and safety of workers.
- Report all accidents, incidents, injuries, property damage in accordance with agreed procedures.
- Comply with the use and utilisation of appropriate personal protective equipment.
- Participate in activities associated with the management of workplace health and safety policies, procedures management systems and consultative structures.

6. SPECIAL CONDITIONS

- Some out of hours work may be required including attendance at official meetings after hours.
- Department for Communities & Social Inclusion (DCSI) screening clearances are required to be undertaken by all employees appointed to prescribed positions (in line with Council's Screening Procedures for Prescribed Positions), and will be renewed every three (3) years thereafter.

7. OUR VALUES

As a value based organisation we demonstrate our values through our behaviours. These values guide everything we do. As an employee you will play a key role in demonstrating these values:

- **Achievement** – Deliver agreed outcomes for our Community.
- **Respect** – Act with honesty and integrity.
- **Innovation** – Seek better ways.
- **Simplicity** – Easy to do business with.
- **Engagement** – Provide opportunities for all to participate.

These are assessed on an ongoing informal basis, and formally through the Professional Development Review process.

8. ACKNOWLEDGEMENT

Employee Name: _____

Signature: _____

Date: _____

Direct Manager: _____

Signature: _____

Date: _____