

Position Description

COMPLIANCE OFFICER

Location:	Milton or other Act for Kids office by negotiation	Reports To:	Compliance and Risk Manager
PD Date:	February 2020	Salary Range:	Negotiated

About us

Act for Kids is a prominent provider of free prevention, professional therapy and support services for children who have suffered abuse and support for families at risk. With over 25 centres nationally, we have supported thousands of children and their families for more than 30 years. In 2018 - 2019 we provided services to 46,084 people, including over 31,000 children; a 15% increase from the year before.

Our unique multidisciplinary teams provide integrated therapy, sexual abuse counselling, safe houses in remote Indigenous communities, information, advice and referral services, intensive family support and preschools designed for children with additional development needs to ensure we set them up for success at school.

About our commitment

- Our vision is that all kids have a safe and happy childhood, free from abuse and neglect.
- We are a child safe organisation and all children who come into contact with our services will be provided with a welcoming and safe service.
- We prioritise working with Aboriginal and Torres Strait Islander peoples to grow our cultural expertise and deliver excellent services to children, families and communities.
- We endeavour to provide a work environment that ensures the health, safety and wellbeing of all team members is embedded in our everyday work practices.

About our values

At Act for Kids our exceptional organisational culture is aligned to our values. You will be part of a **team** that is **professional, ethical, caring, courageous** and **collaborative** and we expect you to demonstrate these behaviours throughout your career with us.

About the position

This role works within the Business Services team to assist the organisation meet its legislative and regulatory compliance obligations. The role will report to the Compliance and Risk Manager and undertake compliance functions, policy and procedure development, environmental scanning, and reporting within the scope of the organisation's Compliance Framework.

Key responsibilities

- Undertake the role of privacy officer by applying a thorough understanding of privacy laws, policies and procedures; and escalate complex incidents to the Compliance and Risk Manager.
- Work with the Compliance and Risk Manager to undertake compliance reviews using pre-defined tools and audit methodology, which includes desktop and potentially on-site reviews across Act for Kids.
- Identify emerging risks in organisational compliance, develop corrective action and continuous improvement plans and report these to relevant senior leaders.
- Assist the Compliance and Risk Manager to develop and maintain an information management framework as an effective tool for managing information and record keeping requirements.
- Assist the Compliance and Risk Manager to coordinate licencing and quality standards accreditation processes across the organisation, including planning for audits, assisting Regional

Directors with materials, self-assessments, prior identification of risks and non-conformances and actions to rectify, and management of Corrective Action Plans.

- Provide advice to a range of internal stakeholders on compliance issues of low to moderate complexity by applying a thorough understanding of relevant policy, procedures, legislation and frameworks.
- Work with the Compliance and Risk Manager and Executive Directors to update Act for Kids' policies and procedures to reflect any legislative and/or funding department policy changes.
- Develop and deliver compliance related training as required and/or necessary.
- Report monthly to the Compliance and Risk Manager on compliance activities, risks and legislative and regulatory updates relevant to Act for Kids' operations.
- Comply with all Act for Kids policies and procedures.
- Maintain confidentiality and privacy in all matters relating to staff, clients, and procedures.
- Fulfil other tasks that your manager/s may reasonably ask you to perform.
- Act as a client/customer focused, values based team member and work collaboratively with other staff to achieve strong results across all activities at Act for Kids.
- Ensure behaviour during all work interactions is aligned to our values of being *professional, ethical, team oriented, caring, courageous* and *collaborative*.

About you

Qualifications

- A tertiary qualification in a relevant discipline (e.g. business or law) and/or significant training and experience in compliance functions, preferably within the human services sector.

Skills and experience

- At least three years' experience working in a similar role.
- Experience in developing and maintaining policies and procedures.
- An in-depth understanding of non-government practice and legislation with a focus on privacy, child protection practice, and community service sectors, or the ability to develop this knowledge very quickly.
- Experience in coordinating quality standard accreditation processes, preferably the Queensland Human Services Quality Framework.
- Experience in compliance processes including audit tools, and the ability to apply or the ability to quickly gain these skills and have great attention to detail and be process driven.
- Strong analytical and writing skills and the demonstrated ability to organise data into reports and recommendations.
- A high level of cultural awareness and proven ability to work sensitively and effectively with colleagues from a diversity of backgrounds, including Aboriginal and Torres Strait Islander people.
- A proven ability to plan, meet deadlines and achieve results.
- A demonstrated ability to work independently and as part of a geographically dispersed team.

Other requirements

- Suitability Card for Child Related Employment (Blue Card registration) or exemption based on professional qualifications and registration.
- A current driver's licence.
- Eligible to legally work in Australia and proof of eligibility may be requested.
- Applicants must be able to travel overnight or for a number of days to Act for Kids centres nationally.