

## Position description

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<b>Title</b>	<b>Quality Assurance Officer, Community Networks &amp; Microfinance</b>
<b>Reports to</b>	Business Lead - Quality Assurance, Community Networks & Microfinance
<b>Classification &amp; Salary</b>	SCHCADS 5 (plus super and salary packaging)
<b>Employment Status</b>	Full time, Ongoing
<b>Primary Location</b>	Work from home and travel to GSANZ Office as required
<b>Date</b>	Jan 2021

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### **Good Shepherd Australia New Zealand (GSANZ)**

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

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### **Role Purpose**

Good Shepherd works with a diverse range of community organisations across Victoria to increase the reach and impact of the No-Interest-Loan-Scheme (NILS) program. The NILS program provides individuals and families on low incomes with access to safe, fair and affordable credit. Prior to the COVID-19 outbreak, the mode of delivery of NILS was more than 80% face-to-face service. This has amended our mode of delivery to the NILS network to a more web based and online engagement and communication model.

This role will have accountability for developing & implementing continuous improvement across Microfinance, in particular, the delivery of a Controls Self-Assessment audit program. The role will work closely with NILS providers to promote and deliver continuous Improvement in microfinance practice.

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## **Key Responsibilities**

Work proactively with key stakeholders to deliver a Controls Self-Assessment audit program for Microfinance, with a focus on continuous improvement within the NILS provider network.

- Develop and administer a Controls Self-Assessment audit program for Microfinance.
- Work collaboratively with the NILS network to improve microfinance practice.

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## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with requirements
- Other duties as reasonably required

### **Stakeholders**

- Liaise effectively with key stakeholders, including the NILS provider network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

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## **Qualifications, Experience and Mandatory Requirements**

Qualifications in quality, risk, audit or compliance or equivalent demonstrated experience.

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### Key Selection Criteria

1. Proven experience in quality, risk, compliance or audit.
  2. Experience in delivering a Controls Self-Assessment program.
  3. Demonstrated experience engaging with key stakeholders to achieve positive outcomes in the delivery of services.
  4. Proven facilitation, advocacy, problem solving and negotiation skills.
  5. Training and presentation skills.
  6. Excellent interpersonal and written and verbal communication skills
  7. Ability to work remotely with minimal supervision.
  8. Experience in GRC tools (RiskMan and/or iAuditor) will be highly regarded.
  9. Strong analytical skills - ability to analyse data to find a root cause
  10. A high level of computer literacy and the ability to grasp new software applications with ease
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### Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

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### Additional information

#### Employment is subject to:

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

#### The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.