

Position Description

Position:	Quality Risk and Compliance Officer
Reporting to:	Operations Manager
Accountable to:	The CEO via the Operations Manager
Hours:	21 hours per week – SCHADS Award Level 4
Direct Reports:	None

About 4Cs

Canterbury City Community Centre (4Cs) has been delivering services to residents in Canterbury Bankstown and Inner West Local Government since 1972. With its origins as a locally based neighbourhood centre promoting community development and capacity building, the 4Cs is also a leading local provider of Aged Services under the Commonwealth Home Support Program (CHSP), Support at Home and Sector Support and Development programs.

The 4Cs is an Approved Aged Care Provider, Public Benevolent Institution, an NSW Incorporated Association and a Registered Charity. It employs over 50 staff, 80+ Volunteers and delivers services out of 2 sites in Lakemba and an Administration hub in Belmore.

Reporting & Organisational Context - as a member of the Operations Team, the Quality, Risk and Compliance Officer will enhance operational efficiency, systems and processes by optimising the quality of delivery of services; by addressing risk, improving compliance standards and workplace practices.

The Role Quality Risk and Compliance Officer is a key part of an organisational wide practice of implementing and maintaining risk management and compliance frameworks within the 4Cs as well as policies and procedures. This role will ensure that all activities comply with the relevant legislation, regulations, and standards, and that risks are identified, assessed, and coordinated effectively. The position will work to an agreed work plan.

Values-based leadership - Lead by example and with integrity, maintain a positive, ethical and inclusive organisational culture and demonstrate a commitment to social justice.

- Actively participate in all operations, site and staff meetings.
- Contribute to 4Cs ALL Staff Meetings to maximise their value and staff engagement.
- Enhance opportunities to address and improve conversations around risk management.
- Contribute to a workplace culture which welcomes feedback and sees this as an essential part of cultivating a workplace that values a growth mindset.

Risk Management – Under the direction of the Operations Manager effectively develop and implement a risk management framework which considers the following:

- Assess, prioritise risks across the organisation.
- Develop risk mitigation strategies, monitor and report on risk activities and outcomes.
- Coordinate risk assessments, audits and reports for the 4Cs Board’s Risk Committee.

Compliance - Ensure compliance with all relevant legislation, regulations, and standards, including aged care quality standards.

- Develop and maintain compliance policies and procedures.
- Assist staff to increase their understanding of compliance matters.
- Monitor and report on compliance activities and outcomes.
- Present content for the Work, Health and Safety committee.
- Liaise with regulatory bodies and ensure timely submission of required reports and documentation such as the Aged Care Quality and Safety Commission (ACQSC).

Policy Development – With the Operations Manager review organisational policies and procedures to ensure that they are up-to-date and compliant with current regulations.

- Provide guidance and support to staff on policy implementation and adherence, with a particular focus on aged care standards and policies.

Incident Management – With the relevant Manager, investigate incidents, complaints, and breaches of compliance to ensure they are part of a holistic incident management practice.

- Monitor and suggest corrective actions such as improvement plans.
- Monitor the incident register and ensure timely reporting across the 4Cs.
- Table new processes and procedures that consider opportunities to improve workplace practices.

Internal Audits – With the Operations Manager, plan and conduct internal audits to assess compliance with policies, procedures, and regulatory requirements.

- Conduct internal audits that comply with ACQSC requirements such as self-assessments and post audit implementation plans.
- Conduct spot checks and ongoing compliance for Authorised Provider’s as part of the 4Cs Registered Provider responsibilities.
- Provide advice, support and findings, develop and monitor action plans that address any other audit findings or recommendations across the 4Cs.

Reporting and Continuous Improvement – With the Operations Manager, prepare regular reports on risk and compliance activities.

- Provide recommendations for continuous improvement in risk management and compliance practices.

- Present visibility of concerns that include reporting, trends and analysis of issues.
- Provide reports to the 4Cs Board's Risk Committee on quality, risk & compliance matters.

Knowledge, Skills and Experience

Essential Criteria:

- Strong knowledge of relevant legislation, regulations, and standards in the aged care and workplace health and safety areas.
- Excellent analytical, problem-solving, and decision-making skills.
- Strong communication and interpersonal skills, with the ability to engage and influence stakeholders at all levels.
- High level of integrity and ethical standards.
- Strong project management skills.
- Working with Children Check (Paid Worker) Clearance.
- Current National Police Check (Paid Worker) Clearance.

Desirable Criteria:

- Minimum of 3-5 years of experience in a quality, risk management or compliance role, within the aged care or healthcare sector.
- Proven experience in quality, risk and compliance and/or a bachelor's degree or diploma in risk management, compliance, Business Administration, Law, or a related field.
- Professional certification in risk management or compliance e.g., Certified Risk Manager (CRM), Certified Compliance and Ethics Professional (CCEP).
- Experience in conducting internal audits and investigations.
- Knowledge of quality improvement methodologies.
- Proficiency in using risk management and compliance software tools.

Key Competencies:

- Attention to Detail: Ensures accuracy and thoroughness in all aspects of work.
- Critical Thinking: Analyses issues and works collegially to develop effective solutions.
- Communication: Clearly conveys information and ideas in all aspects of work.
- Leadership: Provides support to staff in risk and compliance matters.
- Adaptability: Adjusts to changing circumstances and priorities.

Employee's signature:

Date:

Operations Manager's signature:

Date: