

Quality, Risk and Compliance Manager

POSITION DESCRIPTION

Service:	Operations
Program:	Finance and Strategy
Position Title:	Quality, Risk and Compliance Manager
Location:	27-29 Stanley Street, Wodonga but from time to time may be required to work at other UMFC sites either temporarily or permanently by negotiation.
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services Employee
Travel:	Travel to local and regional offices is required from time to time using a fleet vehicle.

UMFC is a Child Safe organisation and is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all children.

The Sanctuary Model promotes cultural, physical, emotional, psychological and social safety, as well as psychosocial wellbeing, fostering recovery from adversity through the creation of a trauma-informed community. Through the implementation of this model, UMFC aims to enhance the quality of care we provide and cultivate a workplace where everyone feels valued, supported and able to thrive.

1. POSITION CONTEXT AND SUMMARY OF POSITION

Consistent with UMFC's vision for our communities that every child and young person is cared for, the Operations Team is a multi-skilled professional team that provides high-quality, essential business services across the organisation. Operations is responsible for financial management, People and Culture, organisational transformation, continuous improvement and broader operational functions that support the effective delivery of UMFC's services. The Operations Team is based at Head Office in Wodonga.

Within the Operations Team, the **Quality, Risk and Compliance Manager** leads UMFC's organisation-wide approach to quality, risk management, compliance, governance and assurance. Working collaboratively across all programs and functions, the role develops, implements and continuously improves frameworks, systems and processes that support effective governance, regulatory compliance, risk management, service quality and organisational performance.

The role provides specialist leadership and advice to Executive, managers and staff to strengthen organisational capability, support informed decision-making, and promote a culture of accountability, continuous improvement and risk awareness. The Quality, Risk and Compliance Manager plays a key role in ensuring UMFC meets its legal, regulatory, contractual and accreditation obligations, while supporting service excellence and positive outcomes for children, young people, families and communities.

The position reports to the Executive Director, Finance and Strategy.

2. COMMUNICATION WITH OTHERS

Position reports to:	Executive Director of Finance and Strategy
Supervises directly:	Nil
Communicates internally primarily with:	Chief Executive Officer, Executive, Child Safety and Compliance Manager, Service Managers, Operations Staff, all UMFC Staff
Communicates externally primarily with:	Auditors, regulators, accreditation bodies, external consultants, service providers, other organisations and other relevant stakeholders.

3. KEY RESPONSIBILITY AREAS (KRAS)

Consistent with the UMFC values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative, and the Sanctuary commitments, this position provides high quality, efficient services through the following Key Responsibility Areas:

KRA 3.1 Design and Implementation of Organisational Risk, Assurance and Continuous Improvement Frameworks

- Lead the design, development, implementation and continuous improvement of organisation-wide risk management, quality, assurance and governance frameworks.
- Provide specialist advice and support to the Executive and Leadership Teams regarding risk, compliance, governance and continuous improvement priorities.
- Develop, implement and maintain systems, methodologies and processes that support effective risk management, assurance, governance and evidence-based decision-making.
- Support organisational transformation initiatives through the integration of risk, quality, compliance and assurance practices into business operations.
- Establish and maintain organisational risk and quality management tools, including risk registers, quality manual and mechanisms for monitoring and evaluating control effectiveness.
- Liaise and negotiate with internal and external stakeholders, including third-party providers, to support governance, assurance and continuous improvement outcomes.

KRA 3.2 Review and Enhancement of Policies, Procedures and Document Governance Systems

- Lead the review, analysis, enhancement and development of organisational policies, procedures and operational documentation to ensure alignment with legislative, regulatory, contractual and accreditation requirements.
- Establish and maintain the quality manual and policy register.
- Establish mechanisms to monitor, assess and maintain ongoing compliance with organisational standards, relevant Practice Standards and other relevant obligations.
- Provide expert guidance, training and support to leaders and teams to ensure revised practices are embedded and consistently applied across the organisation.
- Oversee the identification, assessment and documentation of risks and controls arising from policy, process or organisational change.
- Develop and implement effective document governance and records management processes, including version control, document review scheduling, approval workflows and accessibility requirements.
- Lead the implementation and governance of electronic document management systems, ensuring staff access to current and authorised documentation through the UMFC Intranet Platform (George).

KRA 3.3 Design and Delivery of Organisational Improvement and Assurance Projects

Lead and coordinate strategic organisational improvement, governance, risk, compliance and assurance projects, including:

- Outcomes frameworks, monitoring and reporting on client outcomes
- stakeholder and customer requirements analysis
- service and process mapping
- risk assessment and control design
- compliance and assurance framework development
- audit and accreditation readiness planning
- scope, schedule, resource and budget management
- quality assurance and continuous improvement methodologies
- development of performance measures, monitoring mechanisms and reporting frameworks
- stakeholder engagement, consultation and change management
- issues identification, escalation and resolution
- integration of risk, quality, incident management and compliance systems.

KRA 3.4 Promote Organisational Capability in Risk, Quality, Compliance and Continuous Improvement

- Foster a culture of accountability, continuous improvement, risk awareness and quality service delivery throughout the organisation.
- Develop and oversee safeguarding frameworks and child safe compliance monitoring.
- Provide leadership, coaching and specialist advice to managers and teams regarding quality services, risk management, control effectiveness, compliance obligations, audit readiness and continuous improvement practices.
- Lead systems to capture and analyse client, family and stakeholder feedback and support consumer participation in quality improvement activities. Design, develop and deliver resources, training programs and communication initiatives that strengthen organisational capability in risk, governance, quality and assurance processes.
- Support the development of practice frameworks.
- Support the implementation of organisational change by facilitating engagement, understanding and adoption of new governance, compliance and quality systems.
- Promote the effective use of monitoring and reporting tools to enable informed decision-making and performance improvement.

KRA 3.5 Audit, Assurance, Governance and Performance Reporting

- Develop and maintain organisational audit and assurance programs, including internal audits, accreditation reviews and external assurance activities.
- Coordinate and facilitate the delivery of audit and assurance activities, ensuring findings, actions and outcomes are documented, monitored and reported.
- Develop and maintain organisational reporting frameworks that measure, monitor and report on the effectiveness of risk management, internal controls, quality systems, client/ consumer outcomes, incident and feedback management processes and compliance obligations.
- Coordinate governance reporting and support governance committees through the preparation of papers, dashboards, risk reports and assurance information.
- Oversee organisational incident and feedback/ complaints reporting and trend analysis processes, ensuring systemic issues, risks and improvement opportunities are identified and addressed.
- Prepare and present regular reports, analysis and recommendations to the Executive Team, Leadership Group and relevant governance committees.
- Monitor progress against audit findings, corrective actions and continuous improvement initiatives, ensuring accountability and timely implementation of agreed actions.
- Provide performance insights and assurance reporting to support strategic planning, governance oversight and organisational decision-making.

KRA 3.6 Risk Management and Compliance Oversight

- Maintain and oversee organisational risk management and compliance monitoring processes, ensuring risks, compliance obligations and control activities are regularly reviewed and effectively managed.
- Monitor emerging risks, legislative and regulatory changes, and sector developments, providing advice regarding organisational impacts and required actions.
- Support managers and teams to identify, assess, manage and escalate risks in accordance with organisational frameworks and governance requirements.
- Coordinate organisational compliance monitoring activities and maintain registers relating to risk, compliance obligations and corrective actions.
- Monitor the implementation and effectiveness of risk treatment strategies, corrective actions and compliance improvement initiatives.
- Investigate, analyse and report on significant risk, compliance or control issues, providing recommendations to support informed decision-making and organisational accountability.
- Promote a proactive approach to risk management and compliance through education, guidance and continuous improvement activities.

KRA 3.7 Child Safety and Cultural Inclusion

Proactively promote and support a culture of child safety using the Sanctuary commitment of Cultural Humility to engage and grow cultural connections for all children, including Aboriginal and Torres Strait Islander children, children with disability, children who may be gender diverse or children who may be culturally and linguistically diverse (CALD).

KRA 3.8 Organisational Culture and Values

Be a role model and promote and maintain a service culture that reflects the organisational values of Unwavering integrity, Considered empathy, Determined advocacy, Passionately optimistic and Bravely collaborative. Contribute to the creation and maintenance of a culture that reflects the Sanctuary Model Domains.

KRA 3.9 Team Collaboration and Professional Development Actively participate as a team member in relevant meetings, and professional development processes such as supervision, training, and quality improvement processes in line with program and UMFC guidelines and requirements. Establish and Lead the Quality Squad.
KRA 3.10 OHS Compliance, Physical and Psychosocial Safety Responsibilities • Actively fulfil all Occupational Health and Safety (OHS) responsibilities relevant to this position, including both physical and psychosocial safety obligations. • Actively identify and report physical and psychosocial hazards in the workplace. • Participate in risk assessments and implement agreed controls to reduce physical and psychological harm. • Support a positive workplace culture that promotes emotional, psychological, social and physical wellbeing, with colleagues and clients. • Contribute to maintaining a safe, trauma-informed environment consistent with UMFC's policies, values and procedures.
KRA 3.11 Additional Duties Other duties as directed.

4. PHYSICAL REQUIREMENTS OF THE POSITION

(Key of estimated daily requirements: Not required=0%, Marginal=1-5%, Occasional=6-20%; Regular =21-50%, Frequent=51-70%, Continuous=> 70%)

- Sitting – Frequent
- Computer based tasks – Frequent
- Driving – Occasional
- Lifting – Marginal
- Public Speaking – Occasional

5. KEY SELECTION CRITERIA

- 5.1 Relevant tertiary qualification in risk management, governance, quality, business, project management, compliance or a related discipline, together with demonstrated experience in quality, risk, governance, assurance, compliance or organisational improvement.
- 5.2 Demonstrated high-level expertise in the design, implementation and continuous improvement of organisational risk, governance, quality, compliance and assurance frameworks, with the ability to provide authoritative advice on complex and emerging organisational risks and regulatory requirements.
- 5.3 Demonstrated experience preparing organisations for successful accreditation, certification or regulatory audits, including NDIS Practice Standards, Human Services Standards or ISO management systems.
- 5.4 Demonstrated knowledge of contemporary governance, risk management and assurance frameworks including ISO31000, ISO45001, ISO9001, ISO27001, ISO26000 and relevant community sector regulatory requirements.

- 5.5 Demonstrated understanding of contemporary human services quality frameworks, safeguarding requirements, client-centred practice, diversity, equity, inclusion, cultural safety, outcomes measurement and continuous improvement approaches within community services, child and family services, disability services or related sectors.
- 5.6 Demonstrated experience developing, implementing and continuously improving organisation-wide quality management, incident management, feedback and continuous improvement systems.
- 5.7 Demonstrated experience leading complex organisation-wide projects, transformation initiatives and continuous improvement programs, including the ability to exercise independent judgement, manage competing priorities, influence stakeholders and achieve sustainable organisational outcomes.
- 5.8 Demonstrated experience leading organisational audit, assurance, accreditation, risk and compliance activities, including the ability to evaluate the effectiveness of governance systems and controls, identify systemic issues and emerging risks, and oversee the implementation of corrective and improvement actions.
- 5.9 Highly developed interpersonal, stakeholder engagement and communication skills, with demonstrated ability to influence leaders, build organisational capability, facilitate change and embed effective governance, risk, quality and compliance practices.

6. ADDITIONAL COMPLIANCE REQUIREMENTS OF THE POSITION

- 6.1 A satisfactory National Police Check (International Police Check if relevant)
- 6.2 A satisfactory Victorian and NSW Working with Children Check
- 6.3 Current driver's licence

7. WORK CHALLENGES/PRESSURES

- Time constraints/adhering to timeframes as per work plans
- Competing priorities
- Working with staff expectations that may not be realistic
- Working with people with a variety of abilities and needs
- Managing competing priorities and deadlines while maintaining safe work practices.

8. REFLECTIVE SUPERVISION

At UMFC, Reflective Supervision is considered to be an integral part of service delivery and ensures oversight over workforce design and psychosocial hazards. The development of skilled and supported staff is dependent on the support and structured reflection opportunities provided by the Reflective Supervision framework. The supervision framework is supported by our Sanctuary commitments such as social responsibility, open communication and democracy.

Reflective Supervision has a number of benefits for staff, clients, and the organisation, including:

- protection and a commitment to quality service provision for clients through case review.
- a forum of accountability for those to whom the staff is accountable (clients, organisation, profession).
- a reflective space for staff to identify their strengths, areas for development and any personal issues that may impact their professional practice.
- an opportunity for staff to build their skills and identify areas for future development in a supportive environment.

- trauma informed, consistent conversations that are a protective factor to decrease the likelihood of developing vicarious trauma when undertaking challenging work.
- reflection on psychosocial hazard exposure, understanding how work impacts wellbeing, and implementing strategies to enhance psychological safety.

Supervision is a requirement for all staff at UMFC and must, at a minimum, be provided:

- on an individual basis
- for 2 hours per month (pro rata) which may be in a single block or in smaller units.