

SYSTEMS AND COMPLIANCE OFFICER

POSITION TITLE:

Systems and Compliance Officer

REPORTS TO:

Chief Financial Officer

ACCOUNTABILITY:

Vision:

That every person can say that I am *living the life that I want*.

With the *focus* vision for continued improvement at the heart of all we do; the team at *focus* will be responsive, progressive and innovative leaders in the development and provision of support services to people who have a disability.

Values:

The Systems and Compliance Officer will consistently exhibit the following qualities:

Respect:

You commit to treating others in a professional manner with consideration, mutual trust, courtesy and cultural diversity.

Communication:

You undertake to communicate information in the most appropriate manner, accurately, promptly and with sensitivity to the people we support. You will respond constructively to any information received.

Support:

You will support others by listening, encouraging, inspiring and acknowledging individual contributions. You will be consistent in your actions and actively seek to lead others by example.

Positive Attitude:

You will strive to maintain a positive working environment. Each team member will endeavour to inspire and encourage each other.

Professional Development:

You will each take an active role in developing our skills and knowledge to ensure the best service provision possible to the people we support. You will recognise the strengths in others and seek innovative ways to share knowledge and learn from one and other.

Teamwork:

You will seek to understand your colleague's roles and support requirements.

Accountability:

Irrespective of your position within the organisation, you will be accountable to the people we support, your colleagues, direct support staff and the mission and vision of focus.

You must support the *focus* Mission, Values and Team Charter at all times. Specific expectations of *focus* employees are detailed in the contract of employment and *focus* policy. You must support the *focus* policies and conduct yourself in a way which is consistent with the policies and practices of *focus* at all times.



EXTENT OF AUTHORITY:

Number of staff directly reporting to position:	Nil
Extent of delegated authority:	<p>You are expected to work with limited supervision in your day to day role and participate as a member of the <i>focus</i> team. You contribute to the development of a positive working environment by establishing and maintaining professional working relationships with staff and the people you support.</p> <p>Internal Organisational Relationships: Chief Financial Officer You are directly accountable and responsible to the Chief Financial Officer.</p> <p>Other: You provide reporting, compliance and IT support to Executive Managers, Department Members, Client Relationship Leaders, Activities Facilitators and Active Support Workers across the organisation.</p> <p>External Working Relationships: Sub-contractors External organisations.</p> <p>At all times, it is expected that you represent <i>focus</i> in a professional manner. It is anticipated that objective judgements will be shown in all of your decision-making processes with reference to <i>focus</i> policies and procedures.</p>
Locations:	All <i>focus</i> sites Primary base: <i>focus</i> Finance Team
Allowances/Special Conditions:	As per legislative requirements and applicable industrial instrument
Specialised equipment/Special licence requirements:	N/A
Other important dimensions:	<p>Mandatory Current:</p> <ul style="list-style-type: none"> • National Police Check • Disability Worker Exclusion Scheme Check • Victorian Drivers Licence.



	<p>Duties not explicitly specified in the Position Description may be required from time to time.</p> <p>These duties will be in accordance with the Workforce capability framework level and conditions of employment for the position.</p>
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SUMMARY STATEMENT:

The Systems and Compliance Officer ensures all compliance checks, reporting, on time data mechanisms and trend analysis are provided to every organisational department for gap identification and continuous quality improvement.

OTHER REQUIREMENTS:

It is the responsibility of every staff member to actively participate in the management of risk and to ensure a safe work environment for themselves, their co-workers, clients and **focus**. This position description is subject to the Risk Management and Control Framework and Policy, and Occupational Health and Safety (OHS) Policy. The employee must ensure that prescribed tasks are performed subject to established risk assessments and safe work practices.

To that end the following are also requirements of this role:

1. Report all hazards observed including any potentially unsafe work practices as soon as practicable;
2. Report all incidents of injury or near miss as soon as practicable;
3. Actively participate in all professional development and training regarding Risk management and OHS;
4. Cooperate with any reasonable request for action to ensure the safety of self and others and the mitigation of risk to **focus**.

All Services are provided in compliance with the Mission, Policies, Philosophies and Procedures of **focus** and are governed by the *Disability Act 2006*, *Occupational Health and Safety Act 2004* (Vic) and other relevant legislation.

focus is committed to the safety of the people we support and are required to undertake background screening in accordance with the Department of Human Services Safety Screening Policy. This policy requires that successful job applicants must consent to screening via the Disability Worker Exclusion Scheme and prospective workers must sign a statutory declaration stating that they have fully disclosed all relevant information regarding their criminal record and employment history.

All employees must undertake a national police check and demonstrate a record in accordance with **focus** policy and legislative requirements.

All employees must comply with road traffic regulations and laws and be responsible with payment of fines relating to traffic infringements and pay excess in the instance of when damage has been caused as a result of negligence of the driver.

All employees are required to participate in learning and development activities as requested by **focus**.



DUTIES AND RESPONSIBILITIES:

Key Responsibility Areas	Capability Requirements	Key Performance Measures
STRATEGIC CORE REQUIREMENTS:		
Sector and organisation purpose and values	<p>An enhanced working knowledge of a human rights-based approach and the individual and community context, and sector and organisation purpose and values.</p> <p>Encourages sector and organisation approach and values in other colleagues.</p>	<p>Consistently demonstrates and applies sector and <i>focus</i> knowledge.</p> <p>Achieves respect from others in the workplace and demonstrates a confident approach to own contribution.</p> <p>Receives positive feedback from staff and stakeholders regarding alignment with <i>focus</i> values, policy and procedure.</p> <p>Recognises the importance of dignity for each person supported by the organisation and in their interactions with others.</p>
Leadership and teamwork	<p>Varies own schedule, contacting senior staff only to seek specialised help or notify progress or work.</p>	<p>Demonstrates involvement in and contribution to the organisations results and effectiveness.</p> <p>Completes work to standards and on time.</p> <p>Follows processes and minimises and learns from errors to eliminate them from future work.</p> <p>Generates reports as required.</p> <p>Understands what issues to escalate and when.</p> <p>Shows a willingness to share knowledge and information based on feedback.</p> <p>Reports regularly and effectively to Chief Financial Officer, meeting required reporting standards and deadlines.</p>



<p>Communication</p>	<p>Contacts people on non-routine practical matters and external organisations on routine practical matters.</p> <p>Able to communicate flexibly in an appropriate manner.</p> <p>Supports others to effectively record and report.</p> <p>Able to resolve conflicts.</p> <p>Has a network of relevant contacts.</p> <p>Deals with many issues presenting and, when outside skill set, ensures involvement of more experienced person.</p>	<p>Shares knowledge and information.</p> <p>Understands processes and procedures of the business area.</p> <p>Understands and responds to customer enquiries.</p> <p>Makes judgments based on capability and responsibility.</p> <p>Escalates conflicts or complaints when necessary.</p> <p>Shows flexibility in accommodating different communication styles.</p> <p>Receives positive feedback on written and verbal communication.</p>
<p>Customer Relationships</p>	<p>Works with internal and external customers to explore and resolve their practical complex needs, expectations and goals.</p> <p>Understands confidentiality and diversity aspects.</p> <p>Understands and assists with building and maintaining relevant stakeholder relationships.</p>	<p>Demonstrates welcoming and positive approach to internal and external customers.</p> <p>Understands where queries and issues should be referred to.</p>
<p>Personal Accountability</p>	<p>Adheres to organisation policies & procedures and all relevant government legislation and standards.</p> <p>Encourages others.</p> <p>Understands and interprets complicated standards which require variations to</p>	<p>Ensures data or information is checked and accurate before passed on.</p> <p>Demonstrates knowledge and application of policies and procedures.</p> <p>Contributes to policy and procedures through experience of use.</p> <p>Recognises inconsistency and errors in</p>



	<p>procedures.</p> <p>Adopts a professional approach to own accountability and influences others.</p> <p>Supports safe work practices.</p> <p>Recognises responsibility in maintaining <i>focus</i>' image and reputation and assists other staff.</p>	<p>data.</p> <p>Receives positive feedback on interactions with others and workplace behaviour consistent with the values of <i>focus</i>.</p>
Innovation	<p>Meets responsibilities using a resourceful and creative approach.</p> <p>Seeks opportunities to innovate within the context of the role.</p> <p>Solves problems requiring the practical application of theory.</p> <p>Understands why risk mitigation and continuous improvement are important and can convey this to less experienced staff.</p>	<p>Participates in and is open to change.</p> <p>Gets actively involved in team problem solving.</p> <p>Identifies and reports areas for improvement using understanding of risk framework.</p> <p>Identifies and reports solutions and risks for immediate work problems.</p> <p>Minimises errors.</p> <p>Corrects simple problems and escalates more complex problems.</p> <p>Demonstrates initiative.</p>
FUNCTIONAL REQUIREMENTS:		
Information technology and workplace equipment	<p>Uses and guides others in use of communications and technology systems.</p> <p>Uses spreadsheet and databases involving use of statistical and financial formulae.</p>	<p>Demonstrates working knowledge of computer systems, hardware and software relevant to the role.</p> <p>Identifies problems and addresses problems or escalates issues when required.</p> <p>Assists with local systems</p>



	<p>Supports senior staff across functional areas using a variety of software applications.</p> <p>Provides guidance to others on the use of workplace equipment, including IT systems and software.</p> <p>May support local roll-out of systems enhancement/ implementation.</p>	<p>implementation and roll-out, in liaison with other Departments, as required.</p> <p>Assists with hardware implementation and roll-out, in liaison with other Departments, as required.</p> <p>Previous knowledge of IT Helpdesk support desirable.</p>
<p>Reporting, documentation and administration</p>	<p>Adheres to reporting, documentation and administrative requirements and provides assistance to less experienced staff.</p> <p>Identifies gaps and suggests changes to reporting and administrative processes, documentation and procedures.</p> <p>Assists with implementing agreed changes within the work area.</p> <p>Uses relevant business systems for reporting and administrative purposes and maintains appropriate documentation to required standard.</p>	<p>Meets agreed reporting requirements in a timely manner and in accordance with Department requirements.</p> <p>Reporting requirements include, but are not limited to:</p> <ul style="list-style-type: none"> ▪ RiskMan incident reporting/trends ▪ Emplive (Roster reporting) ▪ On Call data ▪ Employee absenteeism ▪ Employee Leave data ▪ Budget variances ▪ Finance metrics ▪ HR metrics ▪ Client Services metrics, as requested. <p>Administration of compliance checks and reporting preparation requirements in consultation with Executive Managers, Department Managers and the Continuous Improvement Officer</p> <p>Development and/or provision of on time data and reporting mechanisms for staff.</p>



KEY SELECTION CRITERIA:

Knowledge

Cert IV Business or Information Management, and/or equivalent experience.

Understands the need for professional learning of self and others; undertakes regular professional development to build skills to next level.

Knowledge of National Disability Insurance Scheme and Human Services Standards.

Sound knowledge and understanding of relevant legislation, regulations, standards, policies and procedures.

Skills

Advanced proficiency in Microsoft Office suite.

Strong administrative skills with attention to detail.

Strong analytical skills.

Knowledge of wide variety of systems and apps.

Excellent numeracy, verbal and written communication skills.

Attributes

Confidentiality and discretion

- Commitment to the mission, vision and values of *focus*.

Ethical

- Has integrity and principles.

Honest

- Is credible and truthful
- Is reliable and trustworthy
- Acknowledges and learns from mistakes.

Collaborative

- Works with others to achieve common goals
- Engenders a spirit of teamwork
- Inspires trust.

CONDITIONS OF EMPLOYMENT:

This is a full-time position of 76 hours per fortnight, primarily worked between the hours of 8am to 6pm Monday to Friday.

All staff working for *focus* will be required as a condition of employment to:

- be a role model for other workers that promotes team work, a learning culture and independent attitude
- participate in mandatory and reasonable staff development, training and quality assurance activities



- undertake national police check and demonstrate compliance with the Employment Safety Screening Policy
- hold a current Victorian Driver Licence
- comply with all road traffic regulations and laws and be responsible for payment of fines relating to traffic infringements. Reimburse the costs (excess) incurred as a result of damage caused to vehicles through negligence of the driver.

The incumbent must agree to the performance objectives set annually with the Chief Financial Officer.

Note: This position is subject to review and may change in accordance with the strategic and operational requirements of *focus* and the people we support.

Industrial instrument:	<i>Social, Community, Home Care and Disability Services Award 2010</i>
Level:	2
Workforce capability framework level:	CSS 4
Job Family:	Corporate and Service Support (CSS)
Formulated:	April 2019

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