

Position Description

Internal Compliance Coordinator

Reports to:	Executive Assistant
Directorate/Department:	CE Office
Number of direct reports:	As per Organisational Structure
Employment Type:	Part-Time Fixed Term Contract 0.4 FTE (2+ years)
Salary/Award Classification:	Level 5 – Social, Community, Home Care and Disability Services Industry Award 2010 Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice



Position Purpose

The Internal Compliance Coordinator will be responsible for minimising the operational risk of the organisation by undertaking internal audits, monitoring internal control systems and assisting with requirements of external audits by the NDIS Quality and Safeguarding Commission.

Principal Duties

- In consultation, develop an annual Internal Audit Schedule and gap analysis process to ensure internal audits are completed in accordance with both organisational and legislative requirements
- Coordinate external NDIS Practice Standards Audits with chosen external auditors
- Gather organisational evidence to be reviewed by auditors during the external audit
- Provide reports to the Leadership Team detailing audit activity, breaches and an overall summary of compliance status
- Conduct internal audits, raise non-conformance reports as required for any identified compliance issues and conduct follow up audits to ensure non-conformances have been rectified

- Collaborate with managers and other relevant stakeholders to plan, conduct and evaluate internal audits and other quality improvement activities
- Escalate any outstanding non-conformance to Executive Assistant
- Review relevant compliance policies, procedures and documentation to ensure ongoing compliance with relevant regulations and standards.
- Undertake gap analysis against relevant standards
- Review and identify any gaps within the documentation of the Quality Management framework
- Understand the National Disability Insurance Scheme and the NDIS Quality and Safeguarding Framework
- Champion organisational values and culture to ensure the affiliated behaviours are demonstrated across the organisation
- Apply WHS legislation and create and manage a safe work environment
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

Core Competency/Capability

(NDS CSS 5)

These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework

Sector & organisation purpose & values

- A thorough practical working knowledge of human rights based approaches, the individual and community context, and sector and organisation purpose and values. Within the team is able to articulate and integrate sector and organisation approaches and values.

Leadership & teamwork

- Assists with the formal leadership, learning and coaching of less experienced team members. Assists in prioritising the work of others. Promotes and models sharing of knowledge and information. Assists with gauging the effectiveness of team members and may participate in organising the allocation of staff.

Communication

- Uses a range of positive engaging techniques and can adapt style to meet needs of the other person. Effectively collaborates with other teams. Deals regularly with complex matters involving interaction with internal and external professionals and related organisations. Assists with the preparation of complex management reports. Can assist others to resolve conflict. Has a network of contacts internally and externally.

Customer relations

- Works with customers to explore and resolve a variety of their complex needs, expectations and goals. Has comprehensive knowledge of supports and services available internally and externally. Models a flexible and creative approach. Undertakes service liaison/ communication with customers in a variety of complex problem resolutions. Suggests alternatives and organises referral. Promotes diversity awareness and confidentiality aspects. Understands relevant stakeholder relationships and the importance of these to the organisation. Assists with building and maintaining positive stakeholder relationships.

Personal accountability

- Promotes and adheres to organisation policies & procedures and all relevant government legislation and standards. Models a professional approach to own accountability. Guides others in the efficient use of resources and in meeting quality standards; assists in achieving compliance. Provides a reference point based on years of experience. Supports team members and models and implements safe work practices. Assists in the promotion of own organisation's image and reputation.

Innovation

- Adopts a resourceful and adaptable approach to work. Encourages creativity in others. Identifies opportunities for improvement to services provided. Able to address and mitigate risk and advise others; assists in risk assessments. Recommends changes to procedures and standards that impact beyond own team.

Skills & Experience

To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills

Academic or Professional Qualifications

Essential

- Diploma of Quality Auditing (or equivalent) and/or relevant experience

Desired

- Working knowledge of auditing standards (ASES or ISO9001 or equivalent)

Skills & Delivered Performance

- Demonstrated experience in leading process, planning and procedures
- Collaborative approach to engaging with internal and external stakeholders
- Knowledge of Compliance within a business environment and associated mitigation strategies/tools
- Experience in contributing to the planning review and implementation of auditing processes
- Ability to interpret relevant legislation organisational policies, procedures and

auditing processes

- High level demonstrated understanding and skilled use of Microsoft Office Suite
- Ability to manage and self-motivate, work collaboratively in a team environment and across an organisation, contribute to a culture of teamwork and take a shared responsibility for achieving results.
- Demonstrated ability to keep comprehensive and accurate records in a multi-faceted environment
- High developed oral and written communication skills
- Strong commitment to providing timely and effective advice to stakeholders
- Affinity with nonprofit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

Special Requirements (Essential)

- Ability to work full-time during periods of increased audit activity within the organisation
- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain a DHS Disability Services Employment Screening
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations as required
- Attend meetings, training and professional development as required
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Work across multiple worksites and/or relocate to other worksites (within reason) as required

Authority to Act

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

NDIS Code of Conduct

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions

- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

Accepted and Approved

Employee			
Name:			
Signature:		Date:	

Executive Assistant			
Name:			
Signature:		Date:	