

The purpose of this position

The **purpose** of the position is to safeguard our clients by strengthening and integrating our systems and processes in risk, quality, audit, and legal & regulatory compliance. This will be achieved by leading, influencing, building capability, providing advice and supporting the implementation, monitoring and review of effective risk management, quality management, audit, and legal & regulatory compliance processes.

The role provides leadership in allocated operational Directorate(s) to ensure the implementation, monitoring and review of risk, quality, audit and compliance frameworks, systems and processes and will require regular meetings with the relevant Executive Directors and Directors. The Business Partner will provide strategic and operational advice and support on simple and complex issues while building and nurturing a culture of excellence and continuous improvement.

The role includes **corporate** or org-wide accountabilities as allocated by the Director Risk Quality Audit and Compliance, including:

- a range of org-wide policy, process and reporting responsibilities ('BAU').
- a range of projects and new initiatives e.g. new or transitioning of technologies, mergers acquisitions and divestments of services, new/revised frameworks, policies, systems and processes, and updated data analysis and reporting.

About the position

- This position is within Finance & Corporate Services directorate.
- It's part of the Risk, Quality, Audit & Compliance team.
- This position **reports to** the Director, Risk, Quality, Audit & Compliance. The position also reports to the Operations Directors as a secondary reporting line.
- This position allows for flexibility.
- ☐ The position leads a team.
- The position is designated Band 5 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☐ Has designated revenue or billing targets.
- This position maybe advertised externally as Business Partner.

Key areas of responsibility

Provide expert advice, and capability-building support, to the leadership and staff of allocated Directorate(s) on the following:

- **Governance:** Actively participate in your allocated Quality & Safeguarding Committee meetings and assist with preparation of agenda content (data and insights) provide expert guidance and support to mature risk, quality, audit and compliance capability in your directorate(s); Support the implementation, monitoring and review of the Practice & Clinical Governance Framework and Client Safeguarding Framework; provide feedback to leaders including Operations Directors and Executive Directors.

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- **Accreditation/Re-commissioning:** planning, coordination, gap analysis/self-assessment and preparation for successful midcycle and reaccreditation/certification including procuring a third-party provider (if required) to conduct the audit.
- **Quality Management:** provide advice on establishing, monitoring and reviewing document control system; support Data Analysis, monitoring and review of corrective actions, CQI log, Incidents, Complaints, Feedback and Risks.
- **Risk Management:** review and monitor operational and or service level risk reviews relevant to the Directorate. Review incidents and other data to identify risks and build risk management capability. Provide expert advice on incident reviews and/or investigation methods and assist with procuring external suppliers for serious incidents/complaints investigations and mandatory external reporting and notifications e.g. notify insurers.
- **Audit:** plan for a risk-based approach to internal audit tailored to the Directorate and/or Program to internal audit to identify legal and regulatory compliance gaps, risks and improvement opportunities. Establish and lead the audit program and audit team for the Directorate.
- **Compliance:** implement and monitor Comply Online and support the Directorate with quarterly updates, complete compliance controls risks assessments and identify gaps relating to new or revised regulatory compliance Establish news feeds (RSS) and networking with relevant peak bodies, Government and networking groups to stay up to date on legal and regulatory compliance changes. Attend relevant training and workshops to stay updated on Legal and Regulatory Compliance changes. Support due diligence quality reviews for divestment, acquisitions, service procurement and re-certifications.
- **Business Continuity:** Ensure the Directorate(s) Business Continuity Plan is reviewed annually, and communicated to the workforce across all sites via the AMT.
- Org-wide and other responsibilities as allocated by the Director Risk Quality Audit and Compliance.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Leadership capability increases in risk quality audit and compliance.
- Employees understand and are committed to safeguarding our clients.
- Client safeguarding and corporate processes continue to mature and strengthen.
- A close working relationship with Child Youth & Families and Practice Quality Teams.
- Risks are identified, monitored, and reviewed; weak controls are strengthened through quality improvement.
- Incidents, complaints and corrective actions are closed in a timely manner.
- Improvement is initiated because it improves the employee and client experience.
- Accreditation is achieved and maintained.
- Legal and regulatory compliance is maintained, and relevant systems and processes meet and exceed the minimum requirements.
- Documents are controlled, regularly reviewed, and monitored.
- You have strong relationship with the Directorate leadership.
- The Directors and Managers provide feedback that their Business Partner is anticipating and responding in a timely manner to the high priority issues for their area and operates as part of the team.

Key Capabilities

Essential criteria

- Degree level qualification in social work, human services, psychology, allied health, or nursing and registered, or eligible for registration with the relevant Professional Association.
- Three (3) years' experience in a similar role position with a background in Coordinating Disability, Ageing and or Child Youth & Family services.
- Superior writing, presentation and communication skills.
- Experience in process re-engineering operations and procedures and formulating policies.
- Comprehensive knowledge and understanding of Directorate/Program challenges, practice and/or clinical and service delivery.
- Demonstrated working experience in leading team-based projects.
- Ability to influence peers and senior management to move towards a desired future state.
- Experience in providing expert advice and briefing findings and recommendations at a senior level.
- Ability to build relationships with a variety of stakeholders yet maintain the necessary degree of independence to effectively lead internal audit, risk and compliance reviews.
- Experience and knowledge in embedding diversity and inclusion into Benevolent processes, including but not limited to Aboriginal and/or Torres Strait Islander communities.
- Experience in monitoring, reviewing, and evaluating risk, quality, audit & compliance systems, processes, and improvement initiatives in response to data analysis and/or impact measurement.
- Strong understanding of the Client Safeguarding Framework with contemporary knowledge of safeguarding, particularly of vulnerable clients.
- Experience in internal audit, with exposure to standards development/assessment, accreditation, and external auditing in the child and family, aged care, or disability sector.

Key attributes

- Ability to translate contemporary risk, quality, audit, legal and regulatory compliance requirements for as it relates to strengthening systems and processes and reducing risk exposures.
- Demonstrated ability to drive change through influence, with the ability to build strong working relationships based on trust and collaboration across all levels of the organisation.
- Have significant experience working across inter/multi - professional teams, and in cross-portfolio teams and groups.
- Excellent communication and analysis skills with the ability to produce written reports, communication in multiple formats suitable for the relevant audience.
- Confidence in navigating and nurturing teams through ambiguity, uncertainty and change.
- Possesses a high level of proficiency and capability in Office 365, including business intelligence and other applications e.g. JIRA/Atlassian and ability to provide technical guidance and training to end users.
- Strong knowledge and experience within the internal control environment and policies and procedures, governmental financial statement, record-keeping procedures, laws, and regulations.

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People who know this position say that

People who know this position say the things that might make your day are:

- Supporting others to eliminate or reduce the frequency and impact of client safeguarding incidents.
- Supporting operations leaders to mature their decision making and prioritising skills through data and insights relating to risk, quality, audit and compliance.
- Supporting the Director to maintain a high performing team who are effective, engaged, satisfied and positive.
- Receiving positive feedback about your contribution to the Directorate from leaders, peers and practitioners.

People who know this position say some key challenges you might experience are:

- Responding to diverse/competing expectations regarding risk, quality, audit and compliance issues from leaders and other stakeholders.
- Navigating the constraints and complexities of matrix reporting, influence, priorities, and resources.
- Balancing competing deadlines and priorities within required timeframes.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| <input checked="" type="checkbox"/> Overnight travel/stays. | <input checked="" type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input type="checkbox"/> Travel to clients (varied locations). | <input type="checkbox"/> Special event support. |
| <input type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Executive Directors - Operations
- Directors - Operations
- Managers - Operations
- Practice Team
- Work Health & Safety Team
- People & Culture Team
- Directors – National Office

Outside The Benevolent Society:

- Government (state and federal)
- Networking Groups and/or Peak Bodies
- Ombudsman
- Other external agencies, stakeholders and partners