

## Compliance, Risk and Quality Manager

### About Peppercorn Services

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Peppercorn's vision is for a connected, healthy and inclusive Hawkesbury by reducing social isolation and maximising participation. Our services are underpinned by community, opportunity, responsive service, learning and leadership.

Since 2001 Peppercorn has provided services to a wide demographic of people across the Hawkesbury and surrounding areas. Our suite of services includes mobile preschools, family support, transport, community aged care and community development programs.

### Position Purpose

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The Compliance, Risk and Quality Manager is a key role within our Corporate Services team and is responsible for the leadership of quality, risk and compliance across all of Peppercorn's service offerings.

The Compliance, Risk and Quality Manager will work closely with the Service Management team and the Executive Officer to develop, monitor and respond to a quality, compliance and risk framework and support activities to respond to non-conformances. The Compliance, Risk and Quality Manager is required to maintain comprehensive knowledge of industry specific legislation, regulations, standards and practices to drive continuous quality improvement initiatives and projects.

### Recommended Classification

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<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
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### Organisational Relationships

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<b>Reports to</b>	Executive Officer
<b>Direct Reports</b>	Administration Support
<b>Delegation</b>	Manager

### Programs

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The Compliance, Risk and Quality Manager will cover Peppercorn governance and all services provided.

### Key Responsibilities or Accountabilities

KRA	Specific Tasks, Responsibilities and Outcomes
<b>Mission, Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Actively promote the Mission, Vision, Values and Strategy of Peppercorn Services</li> <li>• Actively follow Peppercorn's Code of Conduct</li> <li>• Lead using a positive strengths-based leadership approach and one that promotes a positive workforce culture</li> <li>• Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.</li> <li>• Comply with Peppercorn Policies &amp; Procedures</li> <li>• Other duties as required</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Work with the Management Team and Executive Officer to develop, plan, implement and review Peppercorn's quality, risk and compliance framework</li> <li>• Contribute to the development and implementation of Peppercorn's Strategic and Business plans</li> <li>• Oversee, evaluate and lead with a culture of continuous improvement and innovative thinking across all service operations</li> <li>• Provide advice, support, tools and training to the workforce and relevant committees on safety and quality management issues and improvement measures</li> <li>• Lead and coordinate accreditation and audits (internal and external) in collaboration with Managers and the Executive Officer</li> <li>• Communicate news, information and updates regarding quality, risk and compliance to the workforce as necessary</li> <li>• Provide input into the development of organisation performance measures specific to quality, risk and compliance.</li> </ul>
<b>Quality Systems</b>	<ul style="list-style-type: none"> <li>• Oversee the development and review of Peppercorn's Policies and Procedures in accordance with legislation, regulations, industry standards and practice guidelines.</li> <li>• Monitor, report on and implement improvements to ensure the accuracy of data across information systems</li> <li>• Develop and implement quality and safety management systems including data collection, analysis and reporting of results, outcomes and action plans.</li> <li>• Undertake internal audits in accordance with the Quality Management Program schedule and reporting findings to the Executive Officer.</li> <li>• Provide monthly quality, risk and compliance analysis report to the Executive Officer on performance against contractual outcomes, outputs, activity workplans and internal quality performance indicators.</li> <li>• Provide advice on areas for improvement, gaps and inefficiencies.</li> <li>• Work collaboratively with the management team to develop quality improvements or risk minimisation plans to address the identified issues in a timely manner</li> <li>• Ensure feedback, complaints, incidents and compliments and compliments are reported, responded to and reviewed in accordance with relevant policies and procedures.</li> </ul>

- Monitor data quality entered and extracted from information systems to ensure the accuracy and quality information utilised.
- Manage document control practices for all registered governance and corporate documents
- Undertake routine industry benchmarking and performance analysis
- Undertake regular evaluation of services against the customer service charter
- Develop systems that ensure consistent practice across the organisation where possible
- Act as the Safety Officer, Complaints Officer and Document Controller

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**Planning and Development**

- Engage and support a process of reflective work practices
- Provide input and assistance into business development, grants and tenders that support the strategic initiatives of Peppercorn
- Provide input into business continuity and emergency management planning
- Review program service models and program logic to ensure the objectives of services are achieved in accordance with contractual compliance and consumer outcomes are effectively measured.

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**Professional Development**

- Attend regular supervision and annual performance reviews with direct line supervisor
- Actively engage with professional development activities as approved or instructed by direct line supervisor
- Monitor mandatory training across the workforce and report skill gaps as when identified

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**Team Supervision and Support**

- Willingly ask for help, guidance or insight from other workers
- Actively develop relationships with peers, other employees and volunteers, and stakeholders
- Provide support, mentoring, supervision, performance management, succession planning and annual performance reviews of direct reports
- Contribute to team meetings that are purposeful, collaborative and documented with clear objectives and outcomes.
- Lead, coordinate and evaluate professional development for direct reports

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**Promotion and Stakeholder Engagement**

- Ensure Peppercorn is promoted as a professional and caring provider of services
- Build and support relationships with key stakeholders
- Ensure service promotion, marketing and communication is consistent with the Peppercorn style guide and customer service standards
- Initiate and provide stakeholder communication and updates relevant to quality, risk and compliance
- Chair the Policy and Procedure Review Committee
- Develop systems that promote client feedback and review with regards to the services they receive and input into design of future services.

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**Financial and Asset Management**

- Assist with the preparation of service budgets in liaison with management
- Oversee the review and approval of timesheets for direct reports

**Risk Management and Work Health & Safety**

- Facilitate/coordinate training of the workforce in relation to their responsibilities to incident and risk management
- Participate in the development of a safe and healthy workplace
- Comply with instructions given for your own safety and health and that of others, in adhering to safe work procedures
- Chair the Work Health and Safety Committee
- Co-operate with management in fulfilling legislative obligations
- Take reasonable care to ensure personal safety and health and that of others, and to exercise a duty of care to clients, the public and to other employees
- Ensure incidents and hazards are identified, reported, controlled and reviewed in accordance with Peppercorns Risk Management framework
- Consult with colleagues on Work Health and Safety issues.
- Do not place others at risk by any act or failure to act
- Do not wilfully or recklessly interfere with safety equipment
- Ensure personal adherence to WHS policies and procedures

**Key Selection Criteria**

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**Essential**

- Relevant tertiary qualifications in Quality, Risk and Compliance or similar
- Demonstrated experience quality management systems
- Demonstrated understanding of a systems and practice approach to risk, auditing, compliance, analysis and continuous quality improvement
- Knowledge and understanding of legislation, regulations, standards and practice guidelines relevant to the human services sector
- Experience in quality auditing, action planning and outcome reporting
- Ability to implement organisational change management strategies to support new or revised quality, compliance and risk systems and processes
- Ability to build strong stakeholder relationships
- Strong problem solving and negotiation skills
- Demonstrated knowledge and competence in the use of client management systems and Microsoft Office
- Current NSW drivers licence and a vehicle with third party property insurance
- A National Criminal History Check and Working with Children check must be completed and cleared before employment may commence

**Desirable**

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- Experience working in education, aged, disability, family or transport services
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**Acknowledgement:**

I accept the position description as stated above and understand that this position description supports my Employment Agreement.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that this position description will be reviewed annually at the time of my performance review to ensure it accurately reflects the needs of the business.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of Peppercorn, as long as the additional duties and responsibilities are within my capacity, capability, expertise, skills and knowledge.

I understand and accept that Peppercorn may provide further training to ensure my continued competence and ability perform these duties, and that I will willingly undertake this continuing professional development.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Managers Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_