

Position Description

Title	Senior Manager - Clinical Governance, Compliance & Risk
Business Unit	Quality and Compliance
Location	130 Lonsdale Street, Melbourne
Employment type	Full Time, Ongoing
Reports to	General Manager, Quality & Compliance

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

As a key leader within a broad Quality & Compliance division, the Senior Manager, Clinical Governance, Compliance & Risk will support a team of dedicated and skilled individuals. The Clinical Governance, Compliance and Risk Team will provide a dynamic, contemporary and practical approach to supporting and embedding high quality processes, best practice standards and compliance systems within all aspects of service-related business.

3. Scope

Budget: \$1,000,000

People: 5 direct reports

- Program Lead – Accreditations
- Program Lead – Risk
- Program Lead – Compliance
- Policy and Procedure - Technical Lead
- Policy and Procedure - Systems Lead

4. Relationships

Internal:

- Executive Leadership team, Board of Directors

Approved by: General Manager Quality and Compliance	Page 1 of 5	Division: Quality and Compliance
Date Approved: July 2020	Printed copies of this document are not controlled.	Next Review Date: July 2021

Position description

Senior Manager Clinical Governance, Compliance & Risk



- General Managers
- Performance and Integration leadership teams

External

- Funders such as Department of Health and Human Services and National Disability Insurance Agency
- Accrediting and auditing bodies
- Peak bodies

5. Key responsibility areas

Adaptive Leadership Skills	<ul style="list-style-type: none">• Ability to influence at all levels of the organisation, bringing others along on the compliance journey• Proactively looking for opportunities and investing effort to achieve• Willing to make brave decisions, confident to risk making mistakes and able to change non-productive strategies• Demonstrated ability to link required change to the primary values, abilities, and aspirations of the stakeholders involved• Comprehensive understanding of strategies which enable large-scale change through both rapid improvements/innovations and an iterative process• Demonstrated persistence and a willingness to bear the pressure that comes along with leading change
Strategic Management	<ul style="list-style-type: none">• Actively participate as a member of the Quality leadership team in determining "whole of division" approaches to supporting the organisation in achieving strategy and goals.• Take overall responsibility for the advice, management and development of Uniting's clinical and practice governance, compliance, risk and policy systems• Lead and communicate contemporary practice in relation to all elements of the portfolio across the organisation and to key governing bodies. This includes• Ensuring all elements of the portfolio have contemporary and practical policies and procedures in place for the organization to follow• Ensuring the systems and processes are articulated in easily accessible and understood workflows for end users• Taking ownership and leadership of the organization's engagement with the portfolio• Driving the reporting of outcomes pertaining to all aspects of the portfolio at appropriate internal and governing committees• Coordinate the periodic review, routine internal audit and ongoing development of the portfolio and supporting procedures and plans.
Policy & Procedure	<ul style="list-style-type: none">• Lead the development and management of centralised policy system across the organization• Liaise with service leaders, subject-matter experts, managers, legal counsel and system leaders to ensure Uniting's teams are supported by a comprehensive and cohesive suite of policies and procedures• Provide insights on contemporary policy and procedure through analysis, sector scanning and staff engagement.
Risk	<ul style="list-style-type: none">• Oversee the management of a consolidated central Risk Register of enterprise and operational risks for the organisation.• Liaise with services leaders, subject-matter experts, managers, external advisors, and risk owners to support the effective identification, assessment, treatment and monitoring of risk across the organisation.

Position description

Senior Manager Clinical Governance, Compliance & Risk



	<ul style="list-style-type: none"> • Provide insights on contemporary risk management through analysis, sector scanning and staff engagement. • Lead the outsourced Uniting Internal Audit program.
Accreditation	<ul style="list-style-type: none"> • Provide practical advice and accreditation program design to support divisional leaders in ensuring all accreditation and compliance requirements are met • Lead all service audit and accreditation activity • Provide insights on contemporary accreditation program management through analysis, sector scanning and staff engagement
Compliance	<ul style="list-style-type: none"> • Provide technical leadership in the design and implementation of a sustainable legislative compliance program to meet the needs of Uniting • Liaise with appropriate internal and external SME's to remain across the appropriate legislative requirements for Uniting • Actively communicate insights on contemporary compliance requirements across Uniting Vic.Tas; supporting the organization to adjust practice and process as new requirements come into force.
People and teams	<ul style="list-style-type: none"> • Establish, lead, coach and inspire an engaged and productive team in line with Uniting's Values and processes • Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
Legal requirements & risk management	<ul style="list-style-type: none"> • Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety) • Foster a culture where risks are identified and appropriately managed • Report areas of serious risk to next level supervisor and work together to mitigate those risks.
Personal accountability	<ul style="list-style-type: none"> • Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant. • Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us. • Ensure appropriate use of resources. • Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour. • Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace. • Identify opportunities to integrate and work collaboratively across teams. • Take reasonable care for your own health and safety, and health and safety of others (to the extent required). • Promote a positive safety culture by contributing to health and safety consultation and communication. • Promptly respond to and report health and safety hazards, incidents and near misses to line management • Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position. • Promptly respond to and report health and safety hazards, incidents and near misses to line management • Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Position description

Senior Manager Clinical Governance, Compliance & Risk



6. Person specification

Qualifications & Experience

- A bachelor's degree in a relevant area
- Demonstrated experience in the management and development of quality and risk management systems, preferably within a multidisciplinary health and human services environment
- Strong project management experience with capacity to develop and implement clear project plans, deliver outcomes that meet quality, cost and time specifications
- Experience in evaluating workplace practices against accreditation standards, quality systems, and organizational policies and procedures.

Knowledge & Skills

- Knowledge of relevant legislation, accreditation standards and contemporary risk management processes in a health/ human services environment
- Skills in the ongoing management and evaluation of a policy and procedure framework and development of relevant and effective policies and procedures, supporting systems and processes
- Skills in the ongoing management of a compliance framework and the development of relevant and effective systems and processes to support the framework
- Skills in the development and management of an internal auditing program
- Excellent communication and interpersonal skills and demonstrated ability to communicate with a range of audiences, including the provision of one to one or group training
- Ability to collate and interpret data, prepare reports and make recommendations using information and technology.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Achievement:** proven ability to produce work of a high standard which is successfully embedded into organizational systems
- **Project management:** proven ability to lead and manage projects
- **Leadership:** highly developed people management skills with proven ability to develop and maintain a productive, collaborative and positive workplace environment.
- **Stakeholder management:** ability to understand, relate to and manage diverse and difficult stakeholder needs
- **Influence and negotiation:** Ability to give and gain cooperation at all levels.
- **Problem solving:** proven high level of analysis and complex problem solving.
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.
- **Communication** – High level written and oral communication skills, including the ability to conduct presentations, prepare business cases and reporting

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Approved by: General Manager Quality and Compliance	Page 4 of 5	Division: Quality and Compliance
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Position description

Senior Manager Clinical Governance, Compliance & Risk



8. Acknowledgement

I have read, understood and accepted the above Position Description

Employee

Manager

Name:

Signature:

Date:
