

Position Description

Position Title	People, Risk and Compliance Officer
Department	Operations
Agreement / Award	Level 4.1 - SCHADS - Social, Community, Home Care and Disability Services Industry Award 2010
Location	Within Australia – Bairnsdale Office (265 Main Street, Bairnsdale)
Salary	\$37.54 / hour - \$74,179 Annual Salary Not For Profit Salary packaging up to \$15,900+ in tax free pay per FBT year.
Status	Full time (38 / Week)

About Within Australia

Within Australia is committed to excellence, equity and quality in mental health. It achieves this by developing collaborations that generate hope, meaning, self-identity, and responsibility. Established in 1992, Within Australia is a leader in Psychosocial Rehabilitation Support and Recovery oriented services. We aim to have planned, systematic, evidence-based and best practice approaches to all that we do.

Within Australia:

- assists people with mental health problems to manage their own illness experience and motivate them to set goals and lead satisfying and fulfilling lives
- is a registered provider with the National Disability Insurance Scheme (NDIS)
- has four (4) service outlets which are located in Bairnsdale, Sale, Traralgon and Wonthaggi
- employs approximately 65 full and part-time staff
- is governed by a community-based Board of Governance
- has a history of delivering programs that offer a point of difference
- has adopted four (4) research validated models of service as the agency's method of intervention
- actively participates in research
- has been awarded four (4) Australian and New Zealand Mental Health Service Awards since 2007
- is an equal opportunity employer

For further information see website www.withinaustralia.org.au



Our Beliefs

- Community - we make a positive difference in the communities in which we work
- Our People - we value our people and their contribution to our organisation
- Focus - we think globally and act locally
- Sustainability - we work to build a strong and vibrant organisation for future generations
- Equality - we value equality of opportunity for all people

Our Values

- Equity – we strive to treat all people in a fair and impartial manner
- Honesty – we are truthful and sincere in all our relationships
- Respect – we recognise, admire and value the ability, knowledge and input of others
- Integrity – we are always guided by strong moral principles and honesty
- Excellence – we strive to achieve greatness and outstanding service
- Transparency – we will operate in a way that creates openness, trust and clarity
- Success – we will always strive to achieve our goals of helping others lead a better, happier and healthier life

Expectations of All Staff:

- Uphold Within Australia's Vision, Core Purpose and Values and seek ways in which to add value to the organisation
- Operate within the formal delegation's framework of the organisation and in accordance with organisational policies, procedures and guidelines
- Ensure that the CEO is well informed about Within Australia business
- Maintain a high level of discretion and confidentiality
- Develop and maintain effective and professional working relationships with stakeholders and colleagues
- Ensure the maintenance of a safe working environment for clients, staff, contractors and visitors
- Participate in the organisation's continuous quality improvement related activities and processes

Position Summary:

As a member of staff at Within Australia this position requires you to work as part of a team committed to our goals of actively seeking to build better mental health and wellbeing for our clients.

The role of People, Risk and Compliance Officer is pivotal to the success of Within Australia in delivering on its purpose and vision. This position will lead the organisations growth and development in the areas of Work Health and Safety, People and Culture, Risk Management and Compliance.



Primary Responsibilities & Tasks:

This position description is not definitive, it reflects the current requirements of the role. As duties and responsibilities evolve and develop the position description will be amended from time to time in consultation with the incumbent.

People and Culture

- Talent attainment, development, and retention practices
- Advise, support and coach the operational team to grow positive organisational culture
- Lead our work force planning
- Human resource policy and procedure
- Develop Within Australia's Employer Brand and Employee Value Proposition
- Provide feedback on employee satisfaction and other employee experience indicators

Occupational Health and Safety

- Strategic development of the organisations Safety Culture
- Continued development and implementation of Within Australia's OHS Management System
- Incident Reporting and Investigation, and return to work processes

Risk Management

- Assist in defining the organisations risk appetite
- Development and implementation of Strategic Risk Management principles and systems
- Identification and assessment of organisational hazards, risks and controls

Compliance

- Assist with maintenance of Accreditations
- Ensure compliance with funding requirements and reporting schedules
- Assist with the development of new business opportunities through funding, grant and tender responses

The People, Risk and Compliance Officer will be an efficient; well organised person, showing strong commitment to staff development and training. Emphasis on leadership and motivation in a dynamic environment will require excellent communication and presentation skills.

The People, Risk and Compliance Officer will form an integral part of our team, setting strategic direction and policy while leading operational implementation in the key areas of OHS, People and Culture, Risk Management and Compliance.

Key Relationships

Reports to:	Manager – Corporate Services
Direct Reports:	Nil
Key Internal Relationships:	Executive Management Team, Corporate Services Team
Key External Relationships:	NDIA, Stakeholders and Partner Organisations

Key Selection Criteria – Skills, Knowledge & Experience:

- Minimum 3 years’ management experience within a Risk Management, People and Culture, OHS or related industry
- High level knowledge of organisational culture and change practices and strategies
- Sound knowledge and proficiency in and understand of the Occupational Health and Safety Act, Regulations, relevant codes of practice and Australian standards
- Effective communication and interpersonal skills that enable Risk Management issues to be appropriately understood and incorporated into decision making
- Proven capability to build strong and positive relationships with key stakeholders, including consultation and engagement to maximize outcomes
- Advanced skills in writing structured, detailed and concise reports and recording client information
- Advanced skills in Microsoft Applications, Word, Excel, Email and Internet
- Commitment to working within equal opportunities and anti-discriminatory practice
- Fosters a learning environment embracing diverse abilities and approaches
- Ability to prioritize work, problem solve and create solutions

Personal Attributes:

- Creates a fun and exciting work atmosphere that is driven, hardworking and goal orientated
- Demonstrated ability to work effectively both independently and as part of a team
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner
- Works as part of a team and shows professionalism
- Punctual in both attendance on shift and attendance at staff meetings
- Immediately responds to customers’ needs or concerns
- Recognises and acts on the need for support and will accept and delegate responsibility when required
- Models, demonstrates and teaches positive values that reflect the organisation’s values
- Maintain high standards of presentation and personal grooming

Qualifications and Certifications

Essential -

- Evidence of a relevant qualification of OH&S, Human Resource Management or related field
- Current Police Check
- NDIS Worker Screening Check
- Current Victorian driver's license
- COVID-19 Vaccination Record
- Minimum Level 2 First Aid certification
- A declaration of any pre-existing health issues and any unresolved work cover matters that may impact on the ability to perform the duties as required

Performance Standards:

Performance will be measured by:

1. Agreed performance appraisal objectives
2. The extent to which position and responsibilities are achieved
3. The degree of professionalism, flexibility displayed
4. Reliability, quality and courteousness of service delivered
5. Effective teamwork

Conditions of Employment

- The successful applicant will be subject to a Police Records Check
- The successful applicant will hold a current Working with Children Check
- Superannuation benefits are as per the Superannuation Guarantee Act (10%)
- All employees may be asked to work early mornings, afternoons, evenings and weekends or be involved in a roster
- The ongoing nature of this position is dependent on a six (6) month probationary period and satisfactory performance appraisals linked to agreed outcomes