

Hume Community Housing

Risk & Compliance Coordinator



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| Position Title: | Risk & Compliance Coordinator | Department: | Finance and Business Services |
| Reports To: | Risk & Quality Assurance Manager/Chief Financial Officer | | |
| Direct Reports: | None | Location: | Fairfield |
| Position Purpose: | Position Dimensions | | |
| <p>As an integral part of the Finance and Business Services Team, the Risk & Compliance Coordinator is responsible for coordinating and actively assisting Hume in addressing its assurance requirements across risk management, internal audit and compliance with regulatory, registration and organisational benchmarks.</p> | Award Title: Social, Community, Home Care and Disability Services Industry Award 2010 | | |
| | Award Level: 6 | | |
| | Delegation authority: | | |
| | | Refer to Schedule of Delegations | |

Approved by:

Date of issue:

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| Key Accountabilities | Key Activities |
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| <p>1. Perform internal audits in accordance with the Internal Audit Plan as required by the Risk & Compliance Manager.</p> | <ul style="list-style-type: none"> • Scoping of internal audits • Perform internal audit reviews in accordance with internal audit procedures • Obtain, analyse and evaluate information through documentation reviews, interviews, sample testing etc. • Draft internal audit reports for management and Executive • Develop an understanding of business processes and identify risks and areas for improvement • Agreeing internal audit actions with relevant management • Monitor the implementation of agreed action. |
| <p>2. Assist in administering Hume’s Risk Management Framework and ensure that applicable staff are complying with the framework.</p> | <ul style="list-style-type: none"> • Conduct regular (eg. quarterly) risk management meetings with Executive and Senior Management • Review risk registers to ensure that risk registers as maintained by managers are up-to-date and contain all applicable risks (including new risks identified), mitigating controls and actions to further reduce residual risk; • Monitor risk related data to ensure that trends / themes identified are considered in support of additional material risks, for example complaints data, incidents. • Support teams in identification and assessment of risks for projects and tenders • Assisting with maintaining Hume’s risk registers and risk framework |

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| <p>3. Support Hume to maintain its Tier 1 Registration and any relevant Accreditation status by collating and reviewing applicable evidence from across the organisation</p> | <ul style="list-style-type: none"> • Develop, implement and coordinate an evidence collection process for the preparation of Registration submission, and guide and support Managers and team members to effectively contribute in a timely manner • Implement new systems to ensure compliance with any change to registration requirements or legislation • Develop recommended policies and procedures for approval, monitor and support teams in the implementation of policies • Record any Registrar improvement recommendations and actively supporting the completion of actions through regular communication, administrative support, and reporting. |
| <p>4. Assist in the review of policies and/or procedures as per the policy & procedure review schedule and the development of new policies. Ensure policies are compliant with relevant sector and legislative requirements. Provide advice and knowledge to other departments on policy development and review as required.</p> | <ul style="list-style-type: none"> • Where required take ownership of the development and approval of policies related to compliance and governance. • Maintain and drive the policy and procedure review schedule, ensuring timely advice of review requirements to Managers. • Provide support & guidance in the review of policies by Managers, as required. • Consult with the teams in the development and review of policies • Ensure effective document version control • Facilitate approval of policies by liaising with the Executive and Board |
| <p>5. Collaborate with the People and Culture team, WHS Committee and Management to support Hume in maintaining compliance to WHS legislation.</p> | <ul style="list-style-type: none"> • Work closely with the teams to ensure Hume maintains complies with WHS requirements for staff and contractors |

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| <p>6. Assist in supporting and providing advice to teams in responding to subpoena requests, legal issues, privacy matters, insurance queries and reported incidents</p> | <ul style="list-style-type: none">• Where required, assist in liaising with lawyers and insurers to provide team members with advice on responding to legal queries, insurance queries and subpoenas |
| <p>7. Assist in Reporting to the Executive, Board and the Audit & Risk Committee, on risk and compliance issues</p> | <ul style="list-style-type: none">• Assist in the compilation of periodic report to the Board including any legislative and regulatory updates, risk reporting, internal audit reporting, WHS incidents and complaints analysis |
| <p>8. Perform risk, compliance and / or audit related projects as required by the Risk & Compliance Manager.</p> | <ul style="list-style-type: none">• Manage and/ implement risk, compliance and / or audit related projects to improve the organisations risk and compliance capability, or to reduce the organisation’s risk exposure. |

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Qualifications and Experience

- At least 2-3 years' experience in a compliance role, governance or process improvement role

Hume Key Competencies

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| | <p>Social Awareness: Understands cultural and social differences inside and outside of the organisation and uses this knowledge to guide communication and behaviour. Advocates for the rights of others and demonstrates a commitment to minimising the organisation’s carbon footprint.</p> | |
| | <p>Demonstrates environmental awareness</p> | Level 1 |
| | <p>Demonstrates social awareness and a commitment to social justice</p> | Level 1 |
| | <p>Values diversity</p> | Level 2 |
| | <p>Customer focused: Keeps customers (internal and external) as the focal point of all activity. Actively seeks to delight customers through excellent service and maintaining a commitment to customer communication and consultation.</p> | |
| | <p>Committed to service excellence</p> | Level 2 |
| | <p>Engages and consults with customers</p> | Level 3 |
| | <p>Personal and Professional Excellence: Develops and maintains an understanding of the internal and external environment and takes responsibility for delivering work outcomes with efficiency, professionalism and integrity. Demonstrates a commitment to personal development and improves specialised technical/professional knowledge and skills to achieve personal and organisational goals.</p> | |
| | <p>Actively maintains sector knowledge and business awareness</p> | Level 4 |
| | <p>Acts with professionalism and personal integrity</p> | Level 3 |
| | <p>Plans and organises (including strategic planning)</p> | Level 3 |
| | <p>Develops and maintains competencies</p> | Level 2 |
| | <p>Operational Excellence: Delivers best practice outcomes for customers and the organisation by demonstrating a commitment to consistent quality standards and continuous improvement. Adopts and/or implements strategies, policies, procedures and systems that ensure efficient and effective business operations within the relevant legislative and compliance framework.</p> | |
| | <p>Develops and maintains workplace policy and procedures</p> | Level 4 |
| | <p>Strives for consistent quality standards and continuous improvement</p> | Level 4 |
| | <p>Supports and manages change</p> | Level 3 |
| | <p>Uses and harnesses technology</p> | Level 2 |

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| | Manages risk, compliance and the corporate governance frameworks | Level 4 |
| | Builds Strategic Relationships and Partnerships: Actively seeks to build effective relationships and partnerships inside and outside of the organisation to support the achievement of personal and professional goals and the continuous growth and success of the organisation. Works collaboratively with all stakeholders, including competitors, considers the needs of others, and enthusiastically supports all team members achieve their objectives. | |
| | Builds relationships and networks | Level 4 |
| | Collaborates and works effectively in a team | Level 3 |
| | Leadership and Managing People: Creates and communicates a clear vision and direction for the business and ensures all staff are clear on their part in achieving that vision. Motivates staff to achieve their goals through inspirational leadership, developing and managing performance in an environment where people can reach their full potential. | |
| | Develops and communicates the vision | Level 2 |
| | Demonstrates leadership | Level 2 |
| | Demonstrates excellence in people management | Level 2 |
| | Project Management: Participates in and/or leads successful projects using strong communication and organisational skills to balance conflicting priorities and manage resources. Manages programs of work using effective project management methodologies and tools. | |
| | Excellence in program and project management | Level 3 |
| | Communication: Builds credibility and trust through effective and appropriate communication skills with all stakeholders. Listens, interprets and conveys information in a clear and accurate manner, provides timely delivery of information and selects the most appropriate method of communication to suit specific situations in order to win support, gain cooperation or overcome objectives and barriers. | |
| | Effective verbal communication | Level 3 |
| | Excellent written communication | Level 4 |
| | Negotiates with skill and influence | Level 3 |
| | Resolves issues and conflict | Level 4 |
| | Problem Solving and Decision Making: Identifies and analyses situations and/or issues, considers options, develops solutions and implements and monitors appropriate solutions. | |
| | Analytical thinking and problem solving skills | Level 3 |

Manages Resources, Assets and Sustainability: Effectively manages and values the organisation’s financial resources, assets and equipment. Ensures the organisation remains viable and sustainable through best practice purchasing protocols, monitoring supplier performance and ensuring all purchasing decisions support the business strategy and offers value for money.

Financial management

Demonstrates sustainable procurement practices

Level 3

Level 2