

JOB TITLE Risk Manager, Audit Quality and Compliance Manager

DATE 03/11/2020

REPORTS TO Operations Manager
CEO

JOB DESCRIPTION

Purpose of role *To coordinate the creation, review and implementation of policies and procedures established by Encompass Community Services. Apply and interpret audit and compliance requirements of the various departs of Encompass and ensure the establishment of internal controls to meet audit requirements and reduce risk at all levels. Lead the consistent Work Health and Safety principles for the organisation. Core objectives include:*

Main duties and responsibilities

- Conduct compliance risk assessments
- Conduct internal reviews and audits with the aid of compliance team and divisional managers and leaders.
- Lead all external audits for funding and reporting bodies throughout the organisation.
- Advise internal management and business partner of the implementation of compliance programs
- Develop risk management strategies for program and services delivery
- Manager organisational Risk and develop strategies to overcome these.
- Follow up and report on compliance uses that requiring investigation
- Evaluate compliance systems and ensure adequate software is in place
- Develop and maintain WH&S compliance culture across the organisation.
- Instruct staff or offer training of OH&S principles in the work place.
- Provide advice and support to all divisional leader and management on OH&S and regulatory issues.
- Ensure policies and procedures are reviewed in accordance with set review dates.
- Supervise compliance officer and team
- Work collaboratively with EMG
- Lead employee training sessions on legal and compliance issues
- Maintain up to Date knowledge on Audit and compliance requirements of each division
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The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

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| Qualifications | <ul style="list-style-type: none">• Degree level (desirable) or, Formal qualifications in Business and Management Studies are well regarded, |
| Experience | <ul style="list-style-type: none">• 3-5 years experience in similar roles |
| Knowledge | <ul style="list-style-type: none">• Strong understanding of the principles of OH&S• Knowledge of NDIS Practise Standards and Quality and Safe Guards Commission ,• Australian Skill Quality Authority (ASQA) (RTO)• National Standards Disability Services (DES) |
| Skills & competencies | <ul style="list-style-type: none">• Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face.• Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.• Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.• Commerciality: ability to apply knowledge in a practical, commercial manner.• Teamwork: willingness to assist and support others as required and get on with team members.• Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner. |
| Personal attributes | <ul style="list-style-type: none">• Professional approach.• Ability to work under pressure.• Organisational and time management skills.• Excellent attention to detail.• Confident manner.• Positive approach to change. |
| Other | <ul style="list-style-type: none">• It is a requirement that all staff will operate within the Vision, Mission and Values of Encompass Community Services Inc.• It is the responsibility of each individual to meet personal, divisional and organisational deadlines.• It is a requirement for all staff to undertake their roles in accordance with the compliance guidelines of their division/program. And to actively participate in the maintenance of Encompass quality standards.• It is the responsibility of all staff members to understand and implement Encompass Community Services Inc. current policies and procedures.• It is expected of staff members that they create opportunities to connect clients of Encompass with the wider community in a setting which does not segregate. When planning programs ensure that opportunities are created for clients of Encompass to feel that they belong, be a valued participant and be missed if they are not there.• It is the responsibility of staff members to report any incidents of exclusion to their direct manager, coordinator or supervisor |

- It is the responsibility of all staff members to ensure the safety of children and to report all incidents of child abuse to Managers It is also the responsibility of all staff members to be familiar with the Child Safety Policy and Procedure.
- It is a requirement of the role to be available for weekend shifts
- Drivers Licence
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This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.