

POSITION DESCRIPTION

Position Title: COMPLIANCE OFFICER

Classification: Social and Community Services Employee - Level 4

Department/Program: Inclusion Training

Report to: Manager, Inclusion Training

Location: 67 Sutherland Road, Armadale.

Issued: 12/06/2019

Code: PD064-v2-IT

I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- drivers license status (if applicable)
- police check status & DWES status or
- the capacity to fulfil the inherent requirements of the role

Employee's name

date: / /

Employee's signature

date: / /

SALARY

The classification applicable to the position is Level 4 in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010.

POSITION OBJECTIVE

The role of the Inclusion Training Compliance Officer is to ensure all Inclusion Training compliance related processes and procedures are documented, current and implemented by staff. To conduct internal and external audits relating to Training and Registered Training Organisation compliance requirements. Ensure all contractual obligations related to the Registered Training Organisation are delivered efficiently and effectively. To work with other staff to continuously improve the operations of the department from a compliance perspective.

Our Values

Integrity

"To consistently act on sound moral principles"

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

Potential

"The inherent ability or capacity for growth"

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality

"A single person regarded as a unique personality, distinguished from others by special qualities"

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships

"A significant connection existing between people and communities"

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

KEY RESULT AREA – CLIENT SERVICES

| Key Responsibilities and Duties | Key Performance Indicators (KPI's) |
|--|---|
| 1. Demonstrates an upholds IM Values | <ul style="list-style-type: none"> Values of Inclusion Melbourne are incorporated into daily work practices. |
| 2. Customer Service (Internal & External) | <ul style="list-style-type: none"> Model & provide excellent customer service to all stakeholders Feedback from all stakeholders is complimentary Low level of complaints from all stakeholders Able to articulate a comprehensive knowledge of all aspects of Inclusion Training's services. |
| 3. Support key business functions of the organisation ensuring a positive public image of Inclusion Training & Inclusion Melbourne is presented. | <ul style="list-style-type: none"> All communication is positive and effective. Positive customer feedback |
| 4. Ensure effective communications with all stakeholders. | <ul style="list-style-type: none"> Displays a commitment to open communication All correspondence is managed efficiently and effectively Website content is compliant and current. |

KEY RESULTS AREA – DOCUMENTATION & COMPLIANCE

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|--|--|
| 1. Maintain all Inclusion Trainings compliance quality documentation & reporting. | <ul style="list-style-type: none"> Demonstrated compliance with internal and external quality standards to meet contract requirements. Working knowledge of relevant contractual obligations and guidelines and strong commitment to compliance. |
| 2. Contribute to the implementation of processes within the Continuous Improvement Register and ensure the records are maintained. | <ul style="list-style-type: none"> Contributes to the implementation of processes within the Continuous Improvement Register and updates records as necessary. |
| 3. Ensure all documents are accurately version controlled. | <ul style="list-style-type: none"> All IT documents meet version control standards as outlined in IM's quality system. |
| 4. Ensure consistency of forms and documents utilising the organisations current quality management system | <ul style="list-style-type: none"> All documents & forms meet QMS requirements. |
| 5. Coordinate and conduct internal audits as per contractual agreements. | <ul style="list-style-type: none"> Internal audits are conducted in a timely manner and as per requirements. Follow up actions are actioned accordingly. |
| 6. Coordinate and liaise with external auditors for all audits. The Compliance Officer will be the main point of contact for audits. | <ul style="list-style-type: none"> External audits coordinated effectively. |
| 7. Ensure all IT publications are compliant. | <ul style="list-style-type: none"> Work with marketing staff to ensure the website and publications are compliant. |
| 8. Assist Trainers with ensuring documentation is compliant and assist with developing new templates and documentation. | <ul style="list-style-type: none"> Documents used by Trainers are consistent and compliant. New documents and templates created as and when required to meet contractual obligations and the needs of the organisation. |
| 9. Assist, guide and educate the IT team on compliance obligations. | <ul style="list-style-type: none"> Assistance & guidance provided to IT staff regarding compliance queries. |

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| | <ul style="list-style-type: none"> • Provide updates at monthly team meetings regarding compliance matters and facilitate compliance workshops as and when required. |
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KEY RESULTS AREA – OUR TEAM

| Key Responsibilities and Duties | Key Performance Indicators (KPI's) |
|--|--|
| 1. Teamwork | <ul style="list-style-type: none"> • Attend and participate in team meetings and professional development as directed; • Relevant training, meetings, activities etc. are attended and there is active participation. • Contribute to the development of the Inclusion Training team ensuring communication is positive and effective. • Active participation in supervision meetings. • Feedback is accepted in an open and receptive manner; • Sets and keeps high standards of teamwork; • Openly supports & respects diversity within the team; • Works with team members to assist in planning and in achievement of team timeline, goals and outcomes; • Proactively supports other team members. |
| 2. Continuous Improvement Committee member | <ul style="list-style-type: none"> • Active member of the organisations CIC • Contributes to the development of organisational wide documentation and policies as and when required. |

KEY RESULTS AREA – OTHER

| Key Responsibilities and Duties | Key Performance Indicators (KPI's) |
|---|---|
| 1. Maintain and promote a workplace free from discrimination and harassment of any kind and to follow the organisational grievance procedure to report any discriminatory or harassing behaviour. | <ul style="list-style-type: none"> • Workplace free from discrimination & harassment. |
| 2. Training & Development | <ul style="list-style-type: none"> • Attendance at relevant training • Demonstrate positive initiative and take opportunities to increase skills • Active participation in supervision meetings • Feedback is accepted in an open and receptive manner. |

ORGANISATIONAL RELATIONSHIPS

| | |
|---------------------------|---|
| <u>Reports to:</u> | Manager, Inclusion Training |
| <u>Supervision:</u> | Nil |
| <u>Internal Liaisons:</u> | All staff |
| <u>External Liaisons:</u> | Members of the public Government and non-government agencies Current and potential students Funding bodies |

EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

Work outcomes will be collaboratively determined with, and supervised by the Manager, Inclusion Training. The Compliance Officer will exercise personal judgement and discretion when faced with a range of situations and to choose a course of action within accepted guidelines. Solutions to problems will be generally found in precedents, guidelines or policies and procedures.

KEY SELECTION CRITERIA:

Essential:

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisations strategic directions
- An appropriate tertiary qualification or other formal qualifications with substantial work experience in Training and Compliance e.g. VRQA and Skills Victoria
- Strong writing skills and a good understanding of the disability and training sector
- Demonstrated experience in the administration of student enrolment records
- Proven team-work skills and the ability to work collaboratively or to undertake independent activities where necessary
- Excellent interpersonal skills and demonstrated success in working effectively with a diverse range of people, including families from diverse backgrounds
- Well-developed administrative and organisational skills
- Sound written and oral communication skills, including the ability to author, prepare and deliver complex documents and presentations e.g. curriculum
- Well-developed liaison and negotiation skills, including ability to consult effectively with trainers and assessors, community, business and government stakeholders.

Desirable

- A basic understanding of the VET sector, the National Skills Framework and the Australian Quality Training Framework
- Appropriate experience
- Experience in a community or charitable organisation

QUALITY AND CONTINUOUS IMPROVEMENT

Inclusion Melbourne adopts a continuous improvement approach in all services provided to external and internal customers, and in all policies, processes and procedures. All staff members are required to display commitment to, and to participate in continuous improvement by constantly seeking to introduce efficiencies and economies in the performance of their duties as a contribution to ongoing productivity improvement.

PRIVACY, SECURITY & CONFIDENTIALITY

Inclusion Melbourne acknowledges and respects the privacy of individuals' and adheres to the Privacy

Principles of the Health Records Act 2001; the Information Privacy Act 2000; the Commonwealth Privacy Act 1988 and the Australian Privacy Principles. These control the way Inclusion Melbourne collects, stores, uses and discloses personal information.

Staff will be expected to:

- Ensure information held regarding the people we support, employees and volunteers is stored securely.
- Use or disclose personal information only for the purpose for which it was collected.
- Take reasonable steps to protect personal information from; misuse, loss and unauthorised access, modification and disclosure.
- Take reasonable steps to make sure that the personal information collected, used or disclosed is accurate,
- complete and up-to-date.
- Take reasonable steps to destroy or de-identify personal information that is no longer required for the purpose it was held.

Inclusion Melbourne is committed to ensuring that the privacy and confidentiality of all people we support, staff, volunteers and business information is maintained by all associated with Inclusion Melbourne.

How you will be measured in your role

All staff are subject to an annual performance appraisal and at other set times during the year. The performance appraisal will be completed in relation to your position description and the delivery of your KPIs (Key Performance Indicators). The responsibilities, duties and KPIs for your role are defined and listed in your position description. A performance appraisal form is to be completed in collaboration with your manager.

The performance appraisal process has four components:-

- **Part 1 – Key responsibilities & KPIs: to measure competence** in all Key Performance Indicators as required by the role (and identified in the position description)
- **Part 2 – Current agreed action plan:** to identify goals and opportunities for improvement that allow you to fulfil individual and organisational objectives
- **Part 3 – Training & development opportunities undertaken since last appraisal**
- **Part 4 – Development & training plan for next twelve months**
- **Part 5 – Employee's overall comments on the session**
- **Part 6 – Supervisor's overall comments on the session**

GENERAL INFORMATION

Training & Development

Inclusion Melbourne will provide training internally and externally to encourage employees at all levels to reach their potential. All employees are required to undertake any compulsory training courses offered at Inclusion Melbourne. Staff are also required to show others how the systems under their control operate.

Occupational Health, Welfare and Safety

The Board and management are totally committed to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment.

Management recognises its duties and responsibilities under the Occupational Health and Safety Act 2004, and accepts accountability of the management of OHS programs and the resolution of health and safety issues.

All staff shall accept that they have a duty of care to protect not only their own Health and Safety, but also that of their fellow employees, service users, contractors, volunteers and the public. Staff are expected to participate with management in the continual improvement of workplace standards. All staff will assist with injury management initiatives and co-operate with Return to Work programs within the workplace.

Policies & Procedures

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality portal, Standards & Performance Pathways (SPP). It is expected that all staff familiarise themselves with the organisation's policies and procedures.

Conditions of Employment

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). A copy of the Award and the NES guidelines are available on Inclusion Melbourne's website. For further information refer to the Conditions of Employment policy.

Probationary Appointment

In accordance with the provisions of the Fair Work Act and Regulations, a six month probationary period will apply, to relevant positions.

Superannuation

Inclusion Melbourne will make superannuation contributions in accordance with its obligations under the Superannuation Guarantee (Administration) Act 1992. Employee contributions are optional.

Unless an alternative accredited superannuation fund is nominated on commencement of employment, employees will be required to join Inclusion Melbourne's default superannuation fund.

Salary Packaging

Participation in Inclusion Melbourne's Salary Packaging and Employee Benefits Program is entirely optional for all employees. Inclusion Melbourne recommends that employees seek independent financial or taxation advice about salary packaging before commencement of packaging arrangements. Copies of salary packaging documentation will be provided to staff at the commencement of their employment, or on request at any time after commencement.

For further information please visit the website of our salary packaging provider AccessPay or contact AccessPay directly.

- Phone – 1300 133 697 (8am-6pm ACST Mon-Fri)
- Email – customerservice@accesspay.com.au
- Fax – 1300 361 498

Long Service Leave

Long Service Leave is provided for in the National Employment Standards (NES), the Long Service Leave Act 2018 and Inclusion Melbourne’s Conditions of Employment policy.

Annual Leave

Annual Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne’s Conditions of Employment policy.

Personal/Carer’s Leave & Compassionate Leave

Personal/carers’ leave and compassionate leave are provided for in the National Employment Standards (NES) and Inclusion Melbourne’s Conditions of Employment policy.

Ceremonial Leave

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the Chief Executive Officer. Further details refer Inclusion Melbourne’s Conditions of Employment policy.

Parental Leave

Parental Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne’s Parental Leave policy.

Purchase Additional Leave

Refer Conditions of Employment policy and the Additional Leave Purchase Employee Information Booklet.

Designated Breaks

It is a long established custom and practice of Inclusion Melbourne (and prior to that Gawith Villa) to close for business over the Christmas/New Year period and during designated staff professional development days. Staff are encouraged to take annual leave, leave in advance or leave without pay during the Christmas/New Year two week period. Staff should discuss specific work requirements with their manager. A calendar will be developed for each business unit and will be distributed to staff each year, identifying dates of service closure and public holidays.

Termination of Appointment

Notice of termination is provided for in the NES. The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under the award or the NES, an amount in respect of the period of notice required by this clause less any period of notice actually given by the employee. The period of notice is as follows:

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|---|---------|
| 1 year or less | 1 week |
| 1 year and up to the completion of 3 years | 2 weeks |
| 3 years and up to the completion of 5 years | 3 weeks |
| 5 years and over | 4 weeks |

In addition, employees over 45 years of age at the time of the giving of notice with not less than two years continuous service, are entitled to an additional week's notice.

Right to Work in Australia

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles you to work in Australia.

Smoke Free Work Place

The organisation has a “No smoking” policy in all Inclusion Melbourne buildings. Smoking is also prohibited in organisational vehicles.

Criminal Record Check

A criminal records police check must be undertaken prior to employment for all persons who are the preferred applicants for all positions. An unsatisfactory assessment may result in the applicant not being appointed. Appointment is subject to a satisfactory police check. An applicant who refuses to complete the appropriate forms will not be appointed.

Disability Workers Exclusion Scheme (DWES)

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to the operation of the Disability Worker Exclusion Scheme (DWES), as amended from time to time. The Scheme is maintained by the Department of Health and Human Services.

Other Employment or Conflict Of Interest

During your employment with Inclusion Melbourne, you must not, without the Chief Executive Officer's prior consent, undertake any appointment, position, work or other employment (whether paid or unpaid), that:

- results in you competing with Inclusion Melbourne
- (e.g. enter into a private arrangement with a family with whom you have come into contact with via Inclusion Melbourne);
- results in you using confidential information
- (e.g. client contact details) for competitive purpose or personal gain;
- otherwise adversely affects Inclusion Melbourne; or
- affects the performance of your duties to Inclusion Melbourne.

This consent will not be reasonably withheld; Inclusion Melbourne acknowledges that part-time and casual staff are likely to hold positions with multiple employers.

Return of Documents & Property

Upon the termination of your employment with Inclusion Melbourne, or at any time on the request of Inclusion Melbourne, you will immediately deliver up to Inclusion Melbourne, all documents which were prepared by or on behalf of Inclusion Melbourne, or which belong to any client or customer of Inclusion Melbourne, and which are in your care, custody, or control, and all other property belonging to Inclusion Melbourne.

Use of Private Vehicles for Work Related Activities

Where an employee is authorised to use his/her own vehicle for work related activities, a mileage allowance is paid in accordance with the Award. Persons using their own vehicle for work related purposes are strongly encouraged to take out motor vehicle insurance cover and to inform their insurer of the work related nature of the vehicle usage.

Risk Management

All staff have a responsibility to understand and observe the Risk Management Policy and related procedures in accordance with training and instruction given, and to report any risk to their immediate supervisor. Risks that affect the organisation may result from property damage, unethical or fraudulent behaviour or illness and injury to people.

Equal Opportunity & Diversity

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.