

POSITION DESCRIPTION

Position Title	Compliance, Risk and Quality Officer
Position Status	Part-time, fixed term contract
Hours per week	22.8 (3 days per week)
Reports To	Continuous Improvement Manager
Department	Corporate Services
Location	Box Hill
Direct Reports	Nil
Award & Classification	Health Professionals & Support Services Award 2010
Date Reviewed	February 2024
Next Review Date	February 2025

POSITION PURPOSE

To coordinate the activities that ensure that Sexual Health Victoria (SHV) meets its compliance, assurance, risk management and quality accreditation commitments and obligations, which in turn support SHV in achieving its vision, ambition and goals.

SPECIFIC ACCOUNTABILITIES

Include but are not limited to

Quality and Risk <ul style="list-style-type: none"> Prepare and coordinate reports to the Quality and Risk (Board) Committee against quality and risk indicators (quarterly) Maintain the quality reporting dashboard (monthly) Assist in managing and maintaining quality management systems, via administration activities including audit documentation and substantiation against relevant standards, including for: <ul style="list-style-type: none"> Quality accreditation (current) Rainbow Tick accreditation (working towards accreditation in 2024) Coordinate risk register updates and risk management improvement activities Coordinate administration for the Health, Safety & Wellbeing Committee 	Compliance <ul style="list-style-type: none"> Coordinate and report on compliance and assurance activities to ensure they are completed satisfactorily, and report any non-conformances for corrective action to the Director or Manager Maintain the document management register and coordinate policy and procedure reviews and updates Continuous Improvement <ul style="list-style-type: none"> Work collaboratively across Sexual Health Victoria to coordinate and support the effective development and implementation of Continuous Improvement projects and IT system enhancements Ensure project points are communicated and being completed by tracking due dates and end dates Assess and collate data required for project information and planning Other projects and continuous improvement activities as required
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General

- Adhere to SHV's policies and procedures and relevant legal requirements
- Collaborate with colleagues from other business areas for the greater SHV goals
- Comply with OH&S legislation and operate in accordance with established Health, Safety and Wellbeing practices and procedures

- In addition to the duties specified in this position description, perform any other tasks duties and responsibilities as required
- Support SHV in being a safe and inclusive space for all including LGBTIQ+ clients, staff and visitors

RELATIONSHIPS

Internal

- Reports to Continuous Improvement Manager
- Works closely with the Director Corporate Services and Leadership Team

External

- Supports the Board and/or government requirements (indirectly)

EXPERIENCE / QUALIFICATIONS

Experience

- Demonstrated experience in compliance, assurance and dashboard reporting
- Demonstrated experience in maintaining risk and/or quality management systems
- Solid understanding of the management and administration of Information systems such as student management systems, learning management systems and/or medical clinic software
- Previous experience working in the not-for-profit or health sector desirable
- Working knowledge of risk and quality standards and the ability to embed these into continuous improvement activities e.g. 'QIP' Health and Community Service Standards, Rainbow Tick, Reconciliation Action Plan or RACGP standards
- Awareness of relevant State Government direction and strategies including the Pride in Our Future Strategy - desirable

Qualifications

- Qualifications in risk, project management or business or medical administration is seen as favourable.

Requirements

- Valid National Police check and Working with Children Check

SKILLS

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| <ul style="list-style-type: none">▪ Proficiency in Microsoft Office 365 suite including Word, Excel, SharePoint and Teams▪ MS Planner and Power BI skills (desirable)▪ Excellent sensitivity and cultural awareness, enabling an ability to communicate with a wide range of people in a professional and appropriate manner▪ Ability to work collaboratively and as a team member in a way that supports SHV as a whole | <ul style="list-style-type: none">▪ Demonstrated high level of communication including telephone, e-mail, written and interpersonal communication▪ Demonstrated ability to work autonomously to meet goals in a timely and accurate manner▪ Excellent time management and the ability to prioritise work and meet demanding and at times conflicting deadlines▪ Ability to plan and organise key task in a project and coordinate others to meet milestones and targets. |
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NOTES

- Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive. The company may require you to undertake additional responsibilities or work in other areas to those outlined in this position description subject to business requirements and your skills and competencies.

Diversity & Equal Opportunity

- SHV is committed to providing respectful, inclusive services and work environments where all individuals feel accepted, safe, affirmed and celebrated. With our commitment to embracing diversity and eliminating all forms of discrimination in the provision of reproductive and sexual health services, we welcome all people irrespective of cultural or linguistic background, sexual orientation, gender identity, intersex status, religion or spiritual beliefs, socio economic status, age or abilities.
- A statutory requirement of every role requires that you ensure awareness and compliance with all legislation that impacts your work area, i.e. Work, Health & Safety.

You must ensure that:

- all activities are conducted in accordance with the Code of Conduct and relevant policies, procedures and practices
- you uphold ethical standards and values and act with honesty, integrity and good faith at all times
- you act in ways that advance the organisation's objectives, values and reputation.

Manager Signature: _____

Date: _____

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description.

Signed: _____

Date: ____/____/____