

Position Description			
Name		Date	
Position Title	Risk and Compliance Officer		
Department	Quality and Risk Team		
EBA / Award	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022		
Classification	Classification HS 3 0.8 EFT - 60.8 hours per fortnight, Monday – Thursday (neg). Ongoing position Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Select one of the following: based in Wangaratta or Wodonga with occasional travel to other sites as required.		
Reporting to	Quality and Risk Systems Manager		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	All GH staff, including service delivery programs, Business Services, Health Informatics and People Working Well Teams.		
Liaises with Externally	<p>This position may be expected to liaise with, though not limited to the following;</p> <ul style="list-style-type: none"> • Department of Health and Department of Fairness, Families and Housing • Community service organisations. • Health services • Other Not for Profit Organisations. • Risk and Compliance system vendors • Victorian Agency for Health Information • Victorian Managed Insurance Authority 		
Program Information	<p>The Quality and Risk Program aims to drive organisational excellence in clinical and corporate governance and build a positive Quality and Risk culture across the organisation.</p> <p>This program is responsible for developing, reviewing, implementing and monitoring effectiveness of Gateway Health's:</p> <ul style="list-style-type: none"> • Quality Framework including Innovation and Improvement Hub • Risk Management Framework including Risk Capability Plan • Incident Management Framework • Business Continuity Plan 		
Purpose of the role	<p>This role will work with the Quality and Risk Team to ensure effective implementation, coordination and monitoring of Gateway Health's Legal Compliance Policy, Risk Management Framework, Incident Management Framework and related procedures. This is delivered over a multi-campus health service</p> <p>The Risk and Compliance Officer is responsible for administration, reporting and data analysis from risk, compliance and incident management and monitoring systems. The</p>		

	<p>role will help build capacity and assist in the review of organisational responses to incidents, hazards and near misses.</p> <p>Reporting to the Quality and Risk Systems Manager, Risk and Compliance Officer will work closely with staff across the organisation to continue to build a positive risk and quality improvement culture to contribute to delivery of organisational objectives.</p>
<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>

Code of Conduct	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.
Key Responsibilities and Accountabilities	
Role Specific	
<ul style="list-style-type: none"> • Role model high standards of professional practice and conduct, working in partnership with colleagues and agencies. • Provide overall administration, day to day management and generate reports from relevant electronic registers and databases to ensure benchmarks, outcomes and compliance obligations are met. This includes: <ul style="list-style-type: none"> ○ Organisational Risk Register ○ Victorian Health Incident Management System (VHIMS) and the reporting of incident data both internally and externally. ○ RelianSys compliance system • Complete all program specific administrative tasks within the required time frames. • Work with the Quality and Risk team to monitor and analyse trends and variances in achievement of targets for relevant risk and compliance indicators; and to monitor treatment plan progress to address any corrective actions required. • Working with the Quality and Risk Systems Manager, continually develop and maintain the risk management process and database to support the efficient documentation, monitoring and reporting of the organisation's strategic and operational risks. • Assist in planning and coordinating risk management education for staff and encourage use of risk management processes for decision making and prioritisation. • Monitor implementation of Gateway Health's internal compliance processes including: <ul style="list-style-type: none"> ○ administration of policies and procedures review system and processes in keeping with relevant changes to legislation or regulation, and Organisational Risk Register ○ staff communication to ensure these changes to policy and legislation are understood • Develop and maintain knowledge and skills in incident review processes, and undertake education as required. • Provide regular reports and communications across all levels of the organisation. • Timely and accurate commencement and maintenance of databases, registers, records and statistical data and any other information per organisational policy. • Participation in regular supervision, performance reviews and appraisals • Active participation in Professional Development • Completion of annual Mandatory training 	
Financial Management	
<ul style="list-style-type: none"> • Invoices raised and processed within funding / program deadlines 	
People	
<ul style="list-style-type: none"> • Develop and maintain professional relationships with internal and external stakeholders. • Contribute to productive and positive team meetings. • Positively contribute to the culture and spirit of the Quality and Risk team, work environment and to Gateway Health. • Your behaviour is congruent with organisational values, behaviours and goals • Contribute to the development of procedures and systems within this program • Positively embrace and adopt change as it occurs. 	

- Willingness to engage in a flexible work model that may require travel.

Technical Skills / Industry Knowledge

- Undertake audits and reviews to identify opportunities for continual improvement
- Identify and pursue external opportunities to further develop integrated risk management system and benchmarking opportunities.
- Competently undertake administrator role, including training, coaching and induction to build capacity across the organisation in using relevant organisational databases – including but not limited to VHIMS and RelainSys systems.
- Working with Quality and Risk Manager, report on a suite of risk and compliance metrics, indicators and outcomes to identify areas of improvement and inform planning and development. This includes providing metrics for Board reporting, other internal reports, government reports and supporting the organisation's strategic plan.
- Working with Quality and Risk Manager, develop, implement, review and monitor a range of risk and compliance and related policies, procedures and processes that meet industry standards and legislative requirements, and promote best practice.

Generic Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address each of the Selection Criteria below when completing an employment application

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Qualifications in in risk management, health service management/administration or relevant equivalent studies.
3. An understanding of risk management principles and compliance requirements that apply to the health industry in Australia, including the Victorian Government Risk Management Framework.
4. Current or previous compliance and/or risk management experience.
5. Excellent written and verbal reporting and communication skills, with experience in communicating key insights from critical data interpretation and analysis to relevant stakeholders including Senior Managers, Executive and Board.
6. Demonstrated interpersonal skills and ability to engage and work collaboratively with stakeholders both internally and externally to the organisation.
7. Advanced IT skills in - the Microsoft suite of products, databases, report generation, electronic document management, administering corporate records & digital communications.
8. Strong organisational skills, with the ability to prioritise demands, escalate where required, and deliver on multiple deadlines and juggle competing priorities.

Mandatory Requirements

9. Current Australian Drivers Licence or accepted International Drivers licence
10. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.

Desirable

1. Experience with the use of electronic registers/databases such as Victorian Health Incident Management System or RelainSys governance system.
2. Previous experience working within a Not-for-Profit organisation or Healthcare sectors would be highly regarded

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by
(print name):

Employee
Signature:

Date:
