



POSITION DESCRIPTION

QUALITY, RISK AND COMPLIANCE OFFICER

OVERVIEW

PROGRAM	Strategy and Performance
POSITION REPORTS TO	Manager – Governance, Performance, Quality and Safety
DIRECT REPORTS	Nil
CLASSIFICATION	SCHCADS Level 6
IDENTIFIED POSITION	NO, but Aboriginal Applicants strongly encouraged to apply
DATE PREPARED	29 January 2024

ORGANISATION CONTEXT:

Vision

Aboriginal Housing Victoria's (AHV) vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

Aboriginal Housing Victoria (AHV) is an Aboriginal¹ community organisation responsible for managing more than 1,600 rental properties for Aboriginal people living in Victoria.

Our vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

In addition to being the largest Aboriginal Registered Housing Agency in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na worn-tyeen maar-takoort*. As the housing and homeless policy lead in the Victorian Aboriginal community, AHV has responsibility to work in partnership with the Government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted to those most in need of support. Through the provision of secure housing by an Aboriginal rental provider, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made, and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non-Aboriginal community.

Respect and support for Aboriginal identity and culture and for our tenants and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

Collaborative relationships with our community, tenants, government and stakeholders

Kindness, compassion courtesy and dignity in our relationships with our clients, our stakeholders and with each other

AHV is also committed to promoting and protecting the interests and safety of children.

¹ Throughout this document the term "Aboriginal" is used to refer to both Aboriginal and Torres Strait Islander people.

TEAM INFORMATION:

The Governance, Performance, Quality and Safety team, within the Strategy and Performance Division supports effective corporate governance and operations, through coordinated control over and integration of organisation-wide governance activities.

PURPOSE OF THE POSITION:

The purpose of the Quality, Risk and Compliance position is to coordinate the development, implementation, evaluation and ongoing management of AHVs Organisational Quality and Safety framework (OQS).

The Quality and Safety frameworks relevant to this role will include:

- Risk Management
- Continuous Quality Improvement
- Governance
- Planning Management
- Compliance Management

The remaining elements of the Quality and Safety Framework (such as Human Resources, Finance, ICT/IM etc.) will be managed externally to the role, but the incumbent will be tasked with overall coordination.

The role will support AHV in continuing to meet compliance and reporting obligations; effective risk management; and continuous improvement in services and systems.

KEY RESPONSIBILITIES

- Consult with relevant stakeholders and the AHV Executive team and staff to determine effective OQS systems and processes relevant to a registered Housing Association in Victoria.
- Manage implementation of Logiqc QMS across the organisation, including supporting Executive team collaboration/input during each phase of the rollout.
- Provide training to staff as required, to ensure their understanding of the Organisational Quality and Safety framework and effective use of the Logiqc Quality Management System, as it relates to their roles and responsibilities.
- Responsibility for engaging the organisation in effective risk management and reporting.
- Analyse data and provide regular reports and dashboards and provide recommendations to relevant Executive team and relevant organisational Sub-committees, on continuous improvement.
- Provide regular reports to FAR, Board, EMG and internal stakeholders as directed, including updates to risk register and compliance calendar.
- Monitor the development and revision of policies, procedures, tools and resources to support the organisation's commitment to the Quality and Safety Framework.
- Champion effective engagement of AHV staff in their contribution to the successful implementation of the Organisational Quality and Safety framework.
- Provide secretariat support for AHV's Logiqc User Group meetings, including preparation of agendas, minute taking, and follow-up actions as required.
- Participate in AHV internal activities such as staff meetings, community events.
- Undertake other duties as required, which are consistent with the responsibilities of the role and reflective of AHV Values

QUALIFICATIONS AND LICENSES

- Relevant qualifications/experience are preferred.
- A current Victorian Driver's Licence preferred.

KEY SELECTION CRITERIA

- Awareness and appreciation of Australian Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.

- Experience in coordinating and implementing a OQS framework, preferably in an Aboriginal Community Controlled Organisation or in the social housing sector.
- Experience in delivering change management projects and training of staff.
- Highly organised with the ability to work on multiple tasks and manage competing priorities.
- The ability to clearly and concisely present information both in writing and verbally, together with the ability to communicate complex concepts to a broad audience.
- Ability to provide high quality customer service to internal and external stakeholders, while maintaining professional relationships at all times.
- Ability to work effectively as part of a team in a professional and ethical manner under pressure and to tight deadlines.
- High level understanding and use of standard office software including email, Microsoft office
- Experience in delivering projects within agreed timeframes.

EMPLOYMENT CONDITIONS

- The position is located at 125-127 Scotchmer St, North Fitzroy but some travel in metropolitan Melbourne and regional Victoria will be required and Work from Home options?
- Satisfactory National Police and Victorian Working with Children checks are both required for this role.
- Is the role for a defined contract period

APPROVED BY DIRECTOR

ACCEPTED BY STAFF MEMBER

DATE