



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 April 2021

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 Aboriginal community organisation responsible for managing more than 1,500 rental properties for Aboriginal and /or Torres Strait Islander 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 landlord, 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.

TEAM INFORMATION:

The Governance, Performance, Quality and Safety team, within the Strategy and Performance Unit ensures 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 Officer is to coordinate the development, implementation and evaluation 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 position will be tasked with linking all elements together.

This role will support AHV in its contribution to self-determination and self-management by ensuring that the organisation is able to formalise and systematise all aspects of AHVs OQS

KEY RESPONSIBILITIES

- Consult with relevant stakeholders and the AHV Executive team and staff to determine effective OQS systems and processes relevant to a large Housing provider.
- Design and implement a formal Organisational Quality and Safety framework in collaboration with the Executive team.
- Contribute to scoping need to inform the purchase of an appropriate and effective software system.
- Champion effective engagement of all staff at AHV in their contribution to all aspects of the Organisational Quality and Safety framework
- Analyse data to draft regular trends reports and dashboard reports highlighting recommendations to relevant the Executive team and relevant organisational Sub-committees.
- Coordinate the development and revision of effective Policies, Procedures, tools and resources to support the organisations commitment to their Quality and Safety Framework.
- Provide secretariat for AHVs Quality & Safety Committee Meetings, including preparation of agendas, minute taking and follow-up actions as required.
- Identify, develop and facilitate CQI workshops for AHV staff.
- Participate in AHV internal activities such as Staff meetings, community events.
- Undertake other duties as required.

QUALIFICATIONS AND LICENSES

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

KEY SELECTION CRITERIA

- Awareness and appreciation of Australian Indigenous societies and cultures and an understanding of the issues affecting Indigenous people in contemporary Australia and the diversity of circumstances of Indigenous people.
- Experience in implementing an OQS framework in an Aboriginal Community Controlled Organisation or housing provider.
- Ability to champion and engage staff and Executive to actively participate in the OQS Framework

- 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, 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
- Understanding of the specific issues organisations need to address to communicate effectively with the Victorian Aboriginal community and local elders.
- 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.
- A National Police Check and Victorian Working with Children check are both required for this role.

APPROVED BY DIRECTOR

ACCEPTED BY STAFF MEMBER

DATE