

Position Title	Quality, Compliance and Governance Officer
Employment status	Full time
Department	Corporate Services
Location	Archer Street, Mooroopna
Position reports to	Business Support Manager
Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020
Classification	Administrative Level 6 (<i>Above Award Wage</i>)

ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing
- Positive Aging and Disability Services
- Justice and Community Services
- Asset and Infrastructure Services / Housing
- Engagement & Family Services
- Corporate Services

RAC has an annual budget of \$30 million and a workforce of approximately 300 people. RAC is a significant employer and economic contributor to the region and plays a high profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.

ROLE PURPOSE

Provide a comprehensive range of high-level quality, governance and compliance across Rumbalara's service areas and leadership to ensure programs are delivered successfully in line with Rumbalara's strategic plan.

The position will coordinate and strengthen processes and systems including supporting project governance, project management capacity building, developing and maintaining high quality project documentation, and support communication and engagement event activities with key project stakeholders. This role will provide project and events management across the organisation, and be aligned very closely with our communications, people and culture and client service teams.

KEY SELECTION CRITERIA

Qualifications and Registrations:

- Tertiary qualifications in a health or Business Administration and/or management discipline would be favourable.
- Other qualifications and substantial relevant experience would also be considered.

Knowledge and skills:

- Demonstrated experience in Quality Management, Compliance and Governance in a range of discipline
- Demonstrated experience in project management, business planning and change management.
- Strong interpersonal, communication, facilitation and negotiation skills, and innovative and flexible approaches to problem solving challenges and effectively managing multi-stakeholder engagement.
- Undertake research and investigation tasks and provide/present recommendations for consideration.
- Sound understanding of and/or experience in Funding Agreements and Accreditation.
- Experience in liaising with diverse stakeholders, clients and staff.
- Demonstrated success in developing policy and working on projects from implementation to completion.
- Ability to plan and manage diverse tasks.
- Attention to detail.
- Ability to work autonomously and part of a productive team.
- Demonstrated ability to lead and manage multidisciplinary client service teams focusing on continuous improvement in service quality.

KEY RESPONSIBILITIES

Technical Capabilities

Project Management

- Perform basic research and analysis which others will use to inform project directions.
- Understand project goals, steps to be undertaken and expected outcomes.
- Participate and contribute to reviews of progress, outcomes and future improvements.
- Monitors performance against objectives and manages project risk and issues.
- Produces detailed project plans where objectives are clearly defined and action steps for achieving them are clearly specified.
- Researching, analysing, monitoring and synthesising a diverse and emerging range of issues and review of options to contribute to the policy process to inform decision making, and contribute to the evaluation and reporting on policy outcomes.
- Supports and coordinate workshops and consultation forums and assist to develop relevant supporting materials and documentation, such as presentations.
- Support delivery and implementation of program and project communications and updates to keep stakeholders suitably informed.
- Develop and maintain internal project documentation including project briefs, progress reports, communications plans, risk registers, and other project related documents as assigned.
- Provide analytical support regarding information gathered through project activities and workshops, accurately and efficiently provide feedback to inform next steps.
- Leading and supporting in-house and commissioned research, policy and projects across different streams of services provided across the organisation.
- Participating on project teams to evaluate and improve the effectiveness of policy delivery and inform policy development.
- Work closely with external stakeholders and the Rumbalara's various funding organisations to achieve the most culturally appropriate implementation of funding program.
- Provide cultural support and understanding during the delivery of projects to both internal and external stakeholders across a variety of environments and/or facets of work being carried out.

Planning and Organising

- Manage incoming/outgoing grants register, administration support to the grants and Executive Management team.
- Establishes systems and procedures to guide work and track progress.
- Identifies processes, tasks and resources required to achieve a goal.
- Recognises actual and potential barriers and find effective ways to deal with them
- Set clearly defined objectives and priorities and operates accordingly, reviewing and adjusting as required.
- Establish, maintain and regularly review systems and procedures to ensure efficient and effective operations.
- Undertake and successfully complete further special projects / assignments.

Drive and Commitment

- Demonstrates capacity for sustained effort and hard work.
- Enjoys a vigorous and dynamic work environment.
- Enthusiastic and committed.
- Sets high standards of performance for self and others.

Written Communication

- Highly developed communication, interpersonal and written skills, including the ability to prepare complex funding submissions, support change processes, resolve conflict, negotiate with internal and external stakeholders, provide advice and undertake consultation.
- Prepares complex briefs, letters, emails and reports using clear, concise and grammatically correct language.
- Assist/prepare draft business case and project submission for major events that arise, eg. NAIDOC week, Rumbalara Annual Family Christmas Day.
- Strong interpersonal, communication, facilitation and negotiation skills, and innovative and flexible approaches to problem solving challenges and effectively managing multi-stakeholder engagement.
- Develop and maintain internal project documentation including project briefs, progress reports, communications plans, risk registers, and other project related documents as assigned.

Resilience

- Accepts constructive criticism in an objective manner, without becoming defensive.
- Copes effectively with setbacks and disappointments.
- Perseveres to achieve goals, even in the face of obstacle.

Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making
- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view)
- Provide support and proactively engage with the clients and broader community
- Establish and maintain relationships with clients, community and Rumbalara staff and team members

Administrative Capabilities

- Attend staff meetings
- Submit accurate timesheets and claim forms (if applicable) in a timely manner
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills
- Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time
- Follow correct policy and procedure directions at all times
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours

EMPLOYMENT CONDITIONS

- Have a current National Police Check
- Hold Valid Driver's License, without restriction
- Hold current Employee Working with Children's Check
- Covid Vaccination Certificate in accordance with the government guidelines
- All staff are required to sign a confidentially agreement on appointment to the organisation
- Probationary / qualifying periods apply to all positions
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view)
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view)
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required
- Salary packaging is available to permanent part time and full-time staff
- Tenure of positions at RAC will be tied to existing contracted funding arrangements