

Position Description	
Position Title:	Manager Risk and Compliance
Status:	Fulltime - Ongoing
Primary Location:	117 Berkeley Street, Melbourne
Date PD Adopted:	December 2021
PD Review Date:	December 2023

About Unison

Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, transitional housing and owners' corporation services.

We believe that affordable housing is the foundation on which to build a life of value, but that a good life takes more than just housing. A good life takes place in a community.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison assists over 3,500 people each year who are homeless or at risk of homelessness.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTIQ+ communities to join our workforce.

Vision

Communities that thrive.

Mission

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

Organisation values

Unison is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others.

It is an environment that requires all team members to maintain high standards of work in line with our Values:

People: We put the customer at the heart of what we do, we value each other and welcome diversity

Respect We are respectful of all and welcome open and honest discussion

Positivity We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions

Accountability We do what we say we will do

Position Objectives

- Collection, collation and presentation of internal organisational data
- Monitoring of organisational performance
- Compliance and reporting to external agencies
- Oversight of quality framework for the organisation
- Risk management and internal audit
- Board committee support
- OH&S involvement

Key Accountabilities

Compliance and Reporting

Ensure that Unison meets all its external reporting requirements and complies with all relevant legislation

- Maintain and review the Compliance Registers, identifying, recording and monitoring compliance obligations relating to relevant agreements, leases, contracts and legislation
- Maintain and review the Compliance Reporting Calendar, identifying, recording and monitoring completion and submission of all external and internal reporting requirements of the organisation
- Compile high quality reports as required by external agencies, including reports to DHHS, the Office of the Registrar of Housing Agencies (Housing Registrar) and the ACNC (Australian Charities Commission)

Risk Management and audit

- Oversee the effective implementation of the Risk Management Framework, including promoting a risk culture and leading regular risk reviews
- Report to the Executive team and the Board on risk – new/emerging risks, effectiveness of risk treatment strategies and evolution of risk ratings.
- Oversee implementation of and regularly review the Business Continuity Management Plan (BCMP), including crisis management process, and ensure that the BCMP is fully operational
- Support internal stakeholders in identifying and assessing operational risks
- Manage implementation of the internal audit framework using a risk-based approach to facilitate the monitoring of processes and review of controls.
- Lead internal quality audits, including develop audit tools, conduct audits and issue recommendations
- Coordinate external quality audit processes (e.g. accreditation against Human Services Standards, DHHS compliance monitoring)

Organisational Performance Monitoring and Reporting

- Oversee compilation of regular Key Performance Measures (KPM) reports for management, the Executive team and the Board
- Provide insights as to performance drivers and reasonable recommendations to improve performance
- Assist Managers and senior staff to monitor team or organisational performance
- Review data collection and reporting systems to ensure they are efficient, fit for purpose and well executed to allow effective reporting
- Provide reports to Executive team and various committees as required.

Quality Management

- Monitor effectiveness of existing policies, procedures and frameworks and provide advice and recommendations to strengthen governance and processes
- Lead the development and review of policies and procedures to ensure that Unison meets its legislative and contractual obligations, operates in line with its strategic and operational objectives, and adopts best practice
- Ensure policies are well written, relevant and user friendly, and communicated to users.
- Assist with the review of Board policies and processes
- Lead the implementation of the continuous improvement framework, liaising with internal stakeholders and developing innovative approaches to identified issues
- Oversee the central complaints process and ensure complaints are resolved quickly, fairly and effectively in line with the complaints policy and procedure.
- Provide support in the management of incidents, including post incident reviews
- Liaise and consult with peak agencies and regulatory bodies as required. Attend relevant meetings

Corporate Involvement

- Develop and manage productive and positive relationships with key internal stakeholders in a partnership approach to support Unison activities and develop creative solutions to issues.
- Contribute and continue to develop the organisation’s culture as a member of the Unison Management team.
- Manage the performance of staff under direction to achieve department and organisational goals.
- Deal effectively with issues escalated that require decisions or intervention to achieve required resolution.
- Participate in regular catch up, work planning and review processes with the Director Corporate Services.
- Provide regular reports to the Director Corporate Services in an agreed format.
- Participate in the development and implementation of corporate initiatives and assist in the delivery of corporate goals.
- Monitor and report on individual project budgets, as required.
- Attend Team meetings as required.
- Undertake other duties as requested by the Director Corporate Services.

Key Selection Criteria

Qualifications & Experience	<ul style="list-style-type: none"> • A relevant tertiary qualification or significant high-level experience in the field of reporting and compliance • Ability to access and analyse quantities of data to undertake high level reporting • Demonstrated experience working with databases, extracting and importing data, and experience producing reports to specified criteria • Experience within the non-profit, non-government sector (desirable) • Politically astute with good knowledge of, and experience in the homelessness/community housing sector – programs, relevant policy and issues (desirable)
Personal Qualities	<ul style="list-style-type: none"> • Relationship Building – Ability to establish and maintain relationships with people at all levels • Ability to provide leadership and direction to others when needed and work well and effectively as a team member and independently • Ability to show initiative, be a self-starter and work autonomously • A high level of energy and enthusiasm • Ability to work in a flexible and collaborative manner, in a rapidly changing environment • A demonstrated commitment to social justice and to the empowerment of disadvantaged members of the community
Knowledge and skills	<ul style="list-style-type: none"> • Written Communication – Superior written skills with the

	<p>ability to prepare complex briefs and reports using clear, concise and grammatically correct language. Edit written communications to ensure they contain the information necessary to achieve their purpose and meet audience needs. Ensure appropriate style and formats are used</p> <ul style="list-style-type: none"> • Analytical skills and detail focus – Ability to observe fine details identifying gaps in information and outliers. Ability to look for logical sequences of information, extract meaning and highlight practical considerations of plans and activities. • Well-developed computer skills, with competency in Microsoft Office suite of applications, email and internet usage • Demonstrated ability to work with ambiguity, multi-task and work to tight time frames and deadlines, progress projects to completion, and assess and evaluate the impact of projects
Occupational Health and Safety	<ul style="list-style-type: none"> • Ensure that Unison’s Occupational Health and Safety Policy and Procedures are continually observed and complied with • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Unison’s OHS Frameworks • Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard elimination where practical
Safety screening	<ul style="list-style-type: none"> • This role is subject to a satisfactory National Police History check, Working with Children Check and confirmed Covid-19 Vaccination. • Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

Physical Inherent Requirements

Office Duties

- Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks.
- General office-based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.

Driving	<ul style="list-style-type: none"> • Required to drive private or Unison owned vehicles.
Work Environment	<ul style="list-style-type: none"> • May be required to work from different sites, including offsite facilities. • Exposure to varied weather conditions.
Lifting and Carrying	<ul style="list-style-type: none"> • Infrequent lifting and carrying of items up to 5kgs.
Bending and Reaching	<ul style="list-style-type: none"> • Required to occasionally bend and reach.

Organisational Relationships

Accountable to	<ul style="list-style-type: none"> • Director Corporate Services
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> • Quality Officer
Internal Liaisons	<ul style="list-style-type: none"> • Unison Executive Team, Management Team, Unison Place Management Teams, other internal staff
External Liaisons	<ul style="list-style-type: none"> • Government departments and other relevant local forums & networks