

Position Description	
Position Title:	Risk and Compliance Officer
Status	Permanent, Part-time
Classification	Level 4
Primary location	117 Berkeley Street
Date PD Adopted:	January 2022
PD Review Date:	January 2025

## 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

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The role is responsible for:

- Contributing to the development and improvement of Unison's quality, risk and compliance systems supporting organisational capability and performance
- Supporting Unison to meet Human Services Standards and Performance Standards under the Housing Act, including via participating in internal and external audits
- Supporting quality improvement initiatives and working groups

## Key Accountabilities

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### Policy Management

- Develop new policies and procedures
- Contribute to the strengthening of the Quality Management System including review of practices, providing suggestions for improvement, document development/review, document control, formatting and readability of organisational policies, procedures, manuals and resources
- Monitor and alert document owners with upcoming policy and procedure reviews within the quality management system
- Assist with review of existing policies, procedures and processes and recommend improvements in line with legislation and best practice

### Quality Improvement and Audit

- Assist with internal quality audits, including develop audit tools, conduct audits and issue recommendations
- Assist with coordination of external quality audit processes (e.g. accreditation against Human Services Standards, DHHS compliance monitoring)
- Support internal stakeholder with the implementation of quality improvements or recommendations

### Compliance and Risk Management

- Recommend mitigation or risk reduction strategies to the Manager, Risk and Compliance

### Corporate Involvement

- Participate in the development of corporate initiatives and assist in the delivery of corporate goals
- Perform administrative tasks as required
- Attend Unison team meetings and training as required
- Undertake other duties as requested by the Manager Risk and Compliance

## Key Selection Criteria

Qualifications & Experience (Relevant to the role)	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Qualifications and document writing highly regarded</li> <li>• Demonstrated and relevant experience in related areas/ projects</li> <li>• Current Victorian Driver's License</li> </ul> <p><b>Preferred</b></p> <ul style="list-style-type: none"> <li>• Experience working in housing</li> </ul>
Personal Qualities (Relevant to the role)	<ul style="list-style-type: none"> <li>• Commitment to social justice and desire to promote and model the values of Unison in all interactions with employees, tenants and clients and the broader community</li> <li>• Ability to work collaboratively with a wide range of stakeholders</li> <li>• Results oriented and innovative</li> <li>• Ability to lead by example and demonstrate a strong sense of integrity, ethics and dependability.</li> </ul>
Knowledge and skills (Relevant to the role)	<ul style="list-style-type: none"> <li>• Strong communication skills and an ability to negotiate and influence a range of stakeholders</li> <li>• Ability to navigate and work within quality assurance systems and standards</li> <li>• Project Management skills and experience</li> <li>• Well-developed information system skills – word processing, excel, data-bases.</li> </ul>
Workplace Health and Safety	<ul style="list-style-type: none"> <li>• Ensure that Unison's Occupational Health and Safety Policy and Procedures are continually observed and complied with.</li> <li>• 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.</li> <li>• 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.</li> <li>• Actively participate in hazard elimination where practical.</li> </ul>
Safety screening	<ul style="list-style-type: none"> <li>• This role is subject to a satisfactory National Police History check and Working with Children Check.</li> <li>• 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.</li> </ul>

## Physical Inherent Requirements

Office Duties	<ul style="list-style-type: none"> <li>Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks.</li> <li>General office-based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.</li> </ul>
Driving	<ul style="list-style-type: none"> <li>Required to drive private or Unison owned vehicles.</li> </ul>
Work Environment	<ul style="list-style-type: none"> <li>May be required to work from different sites, including offsite facilities.</li> <li>Exposure to varied weather conditions.</li> </ul>
Lifting and Carrying	<ul style="list-style-type: none"> <li>Infrequent lifting and carrying of items up to 5kgs.</li> </ul>
Bending and Reaching	<ul style="list-style-type: none"> <li>Required to occasionally bend and reach.</li> </ul>

## Organisational Relationships

Accountable to	<ul style="list-style-type: none"> <li>Manager, Risk and Compliance</li> </ul>
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>
Internal Liaisons	<ul style="list-style-type: none"> <li>All Unison Staff</li> </ul>
External Liaisons	<ul style="list-style-type: none"> <li>External Auditors</li> </ul>