



<b>Position title</b>	Compliance and Risk Officer
<b>Group</b>	Operations
<b>Employment status</b>	Fulltime and ongoing
<b>Salary Range</b>	As per SCHCADS Award
<b>Position reports to</b>	Manager Operations
<b>Location</b>	Abbotsford
<b>Delegation</b>	

### Organisation environment

Djirra<sup>1</sup> is an Aboriginal Community Controlled Organisation (ACCO) that works towards a future where all Aboriginal women are strong, safe, independent, healthy and positive in their lives, culture and communities. All Djirra’s work is designed by and for Aboriginal women and is deeply respectful of and connected to community. Self-determination is the foundation of everything we do: it is Our Cultural Way.

Djirra’s vision is to provide high quality culturally appropriate services for Aboriginal women in Victoria who have experienced or are experiencing family violence.

We are committed to ending family violence against Aboriginal women and their children through holistic and culturally safe specialist services, prevention programs and advocacy for change. Our services have state-wide reach.

Djirra offers a range of services including:

- **Holistic and culturally safe legal and non-legal** support to Aboriginal people, particularly women, who experience family violence or sexual assault. Each client is assisted by a lawyer and support worker who together address the multitude of interrelated legal and non-legal issues our women face. Legal advice and representation is provided on intervention orders, child protection, family law and victims of crime assistance.
- **Individual Support Services** is a program of Djirra which provides culturally safe, trauma informed support to Aboriginal women requiring personalised short or longer term interventions to assist in achieving a safe and stable environment for them and their children. Individual Support Services comprises case management with brokerage, face-to-face and phone counselling and an after-hours support line.
- The **Koori Women’s Place (KWP)** provides wrap-around support and works to build trusting relationships with Aboriginal women through our shared connection to culture. Aboriginal women can be referred for an appointment, walk into our space or book into a workshop. Mainstream and Aboriginal service providers are available for appointments within the safety of the KWP.
- Our **community education and engagement programs** provide support for women through personal support and empowerment programs.

Djirra also offers a range of workshops in Melbourne and regional areas:

- **Sisters Day Out**<sup>®</sup> is a wellbeing workshop where Aboriginal women support each other, get information about legal rights and options, and engage with mainstream and Aboriginal support services.
- **Dilly Bag** is a four-day residential program that draws on cultural principles to promote healing.
- **Young Luv**<sup>®</sup> is designed for young Aboriginal women aged 13 to 18 and focuses on promoting healthy relationships.

### Role purpose

<sup>1</sup> Djirra is the Woivurrung word for the reed used by Wurundjeri women for basket weaving. Traditionally, when women gathered to weave, important talks took place and problems were solved. Djirra symbolises Aboriginal women today, still coming together to share stories, support each other and find solutions.





The purpose of the position is to be the organisational lead

- to advise, establish and promote best practice in governance, risk management and compliance
- to ensure Djirra meets its commitment to:
  - integrate effective risk management practices across all levels of strategic and operational planning, processes and performance reporting
  - foster a risk-aware culture where staff members are encouraged to adopt a positive and proactive approach to risk management.

The role will be integral to contributing to a culture of continuous improvement in Djirra's activities whilst we continue to expand, as well as ensuring corporate accountability.

### Key accountabilities

- Advise the board and senior management on corporate governance principles and the implementation of governance programs and risk management frameworks
- Develop, implement, communicate and maintain governance, risk and compliance policies, processes and procedures
- Develop, oversee and monitor the implementation of the compliance program
- Establish and maintain recording processes of compliance activities and requirements, such as complaints, OHS
- Review, monitor and promote systems that facilitate Continuous Quality Improvement across the Quality, Risk and Compliance systems of the organisation
- Contribute to the alignment of Djirra policies, procedures, practice guidelines and tools to the Victorian Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework.
- Lead the development and implementation of an effective audit schedule across the organisation to ensure compliance and identify areas for improvement
- Create and coordinate proper reporting channels for compliance requirements
- Act as primary contact to co-ordinate and meet assessment requirements for external, independent accreditation reviews, such as the Community Legal Centres Australia (CLC) National Accreditation Scheme (NAS), Human Services Standards and others as required
- Provide assistance in the correct implementation of policies and procedures
- Lead a collaborative approach across Djirra to provide a whole-of-organisation view of risk and risk management practices
- Coordinate the implementation of Djirra's Risk Management Policy and supporting procedures and plans across the organisation
- Other duties as reasonably requested by your manager

### Key selection criteria

<b>Professional / Functional Skills</b>	<ul style="list-style-type: none"> <li>• Familiarity with the not-for-profit sector and/or Aboriginal Community Controlled Organisations and their values.</li> <li>• Demonstrated experience in implementing accreditation and quality improvement processes from beginning to end with excellent results.</li> <li>• In-depth and practical knowledge of legal and sector legislative requirements</li> <li>• Exposure to accreditation frameworks such as Human Services Standards, Community Legal Centres (CLC) National Accreditation Scheme (NAS), Quality Improvement Council (QIC) Health and Community Standards, International Organisation for Standardisation (ISO) and the National Safety and Quality Health Service (NSQHS) Standards.</li> <li>• Sound understanding of continuous quality improvement processes and the use of standards and accreditation to enhance organisational leadership and management systems.</li> <li>• Knowledge of contemporary quality and risk principles, best practice and the statutory and regulatory framework in which they operate.</li> </ul>
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Sharing stories, finding solutions



	<ul style="list-style-type: none"> <li>• High level project management and organisation skills and experience, including the ability to independently plan, prioritise, meet deadlines and drive project and reporting deadlines.</li> <li>• Ability to engage employees at all levels to encourage an active involvement in continuous improvement and risk management activities.</li> <li>• Strong interpersonal, relationship building and consultation skills including the ability to communicate clearly and sensitively with stakeholders and staff at all levels and use a coaching approach to influence outcomes.</li> <li>• Ability to rapidly acquire knowledge of accreditation requirements, (which may be sector protected and not publicly available), in addition to the internal operations of Djirra.</li> </ul>
<b>Competency</b>	<ul style="list-style-type: none"> <li>• Highly developed written communication skills and experience in drafting a range of documentation, including policies, procedures, presentations, report writing and legal practice resources</li> <li>• High level analytical skills and problem-solving ability, as well as initiative, flexibility and an outcomes focused approach</li> <li>• Excellent attention to detail with highly developed organisational and time management skills</li> <li>• Capacity to work independently and able to work effectively in a team</li> <li>• Proven ability to assess workload, prioritise activities and meet deadlines in an environment of competing demands, including conduct research under time constraints</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• Advanced computer skills in the use of MS Office packages and databases</li> <li>• Familiarity with risk management software</li> </ul>
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Current full driver's licence</li> <li>• National Police Check</li> <li>• Working with Children Check</li> </ul>

#### Qualifications

##### Desirable

- Relevant tertiary qualifications or significant experience
- Relevant qualification relating to compliance, risk management and quality auditing or business equivalent work related experience
- Qualification or experience in project management and process/operational efficiency

#### Workplace health and safety

Djirra is committed to providing and maintaining the health and safety of its employees.

All staff at Djirra are expected to champion proactive and positive health and safety practices in the workplace and when working offsite by raising health, safety and wellbeing issues or concerns with managers and colleagues. Staff are required to observe all safe work procedures, rules and instructions, and take all reasonable care for their own safety and for the safety of work colleagues by always operating in a safe and appropriate manner. Staff are encouraged to undertake related training e.g. – First Aid training, Fire Warden, etc.

Information about these policies are contained in Djirra's Human Resources Policy Manual.

#### We are a Child Safe Organisations

Djirra is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Djirra is subject to a satisfactory Australian Criminal History Check and an *Employee Working With Children Check* (in Victoria).

An International Police Check will also be required if you have resided continuously in an overseas country for 12 months or more in the last ten years.

#### Other important information

Djirra employees and volunteers are required to act in accordance with Djirra's values and behaviours of:





- respect for people and culture
- trust
- integrity
- resilience; and
- empowerment

Djirra's employees and volunteers are required to adhere to relevant policies and procedures including, but not limited, to:

- Code of Conduct Policy
- Occupational Health and Safety Policy
- Social Media Use Policy
- Privacy Information Policy
- Conflict of Interest Policy
- Volunteer Policy

Information about these policies are contained in Djirra's Human Resources Policies Manual.



### ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Position Description and have read and understand its contents.

**Employee name:**

**Employee signature:**

**Date:**   /   /

**Manager's name:**

**Manager's signature:**

**Date:**   /   /

### HR CHECKLIST

- Return one copy of completed form and any attachments (e.g. current Organisation Chart) to the employee to keep.
- Place one copy of completed form and any attachments on the employee's Performance File.
- Retain original completed form and any attachments on the employee's Personnel File.

**Initials:** \_\_\_\_\_

**Date:**   /   /