

| Position description | |
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| Position title | Quality, Risk and Compliance Coordinator |
| Business unit | Office of the CEO |
| Classification | Level 5 |
| Accountability | Senior Manager Corporate Operations. |
| <p>About Capital Health Network</p> <p>Capital Health Network’s purpose is to work in partnership to integrate health care, strengthen health equity and improve health outcomes. We address community needs by collaborating with consumers, members, funders, researchers and health and community partners to improve health outcomes. We are unique in our ability to support general practice and design services that fill gaps and deliver lasting improvements.</p> <p>Capital Health Network values and Competency Framework</p> <p>People who work for CHN will work with us to achieve our aspirational goals of Agility, Diversity and Empowerment. All employees are required to meet CHN’s seven competencies at a level appropriate to their role.</p> <p>To articulate organisational expectations in relation to the values and the competencies expected of all employees a Competency Framework has been developed. The framework identifies and describes seven basic competencies that all employees need to have to function effectively in their role at CHN.</p> | |
| Responsibilities | |
| Primary purpose of position | The Quality, Risk and Compliance Coordinator is responsible for coordinating and maintaining organisational compliance, governance, quality, and risk management systems and processes which includes leading compliance and quality management programs. This position ensures that the organisation consistently meets regulatory requirements, contractual obligations, and recognised standards. |
| Duties | <ol style="list-style-type: none"> 1. Establish, maintain, update, and improve systems and documentation that are relevant to the Quality Management System (ISO9001), Information Security Manage System (ISO27001), the CHN Risk Management Framework and funder requirements. 2. Maintain the policy and compliance frameworks, including coordination of reviews and training. 3. Lead compliance and assurance programs and activities. 4. Delivering training and awareness to staff on a range of quality, compliance and risk policy, procedure, and process. 5. Maintain compliance and reporting registers. 6. Participate, coordinate or lead change processes relevant to the portfolio in collaboration with senior leadership. 7. Contribute to data governance and cyber security activities to ensure ongoing compliance with security and data governance frameworks. 8. Contribute to the internal audit program including leading internal audits, report writing, and coordinating audit outcomes and actions. 9. Contribute to continuously improving the efficiency and effectiveness of processes, procedures, and policies to meet current and emerging needs. 10. Other duties as requested, consistent with the classification level. |

| Competencies | |
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| Role Competencies | <p>Qualifications:</p> <ol style="list-style-type: none"> 1. Diploma qualifications relevant to quality risk and compliance with at least 6 years work related experience; or an equivalent combination of extensive relevant experience, knowledge and training in a relevant work are. |
| | <p>Knowledge, experience, and skills:</p> <ol style="list-style-type: none"> 1. Demonstrated experience working in quality improvement, risk management and compliance 2. Demonstrate a clear ability to understand a range of ISO standards, including ISO31000, ISO9001 and ISO27001 and their requirements. 3. Proven experience planning, implementing and coordinating quality management activities and processes. 4. Proven experience planning, implementing and coordinating Security governance activities and processes 5. Proven experience planning, implementing and coordinating risk management activities and processes 6. Demonstrated success in providing awareness and compliance training. 7. Demonstrated experience providing advice and guidance to Staff and the Leadership team on quality, compliance and risk processes 8. Experience conducting internal audits and compliance checks. 9. Strong ability to interpret and apply policy, systems, frameworks, legislation, regulations, and standards. 10. Strong critical thinking and decision-making skills with the ability to use initiative and make well-informed decisions. 11. Demonstrated high levels of professional conduct and confidentiality. 12. Ability to communicate with people at all levels of the organisation demonstrating strong interpersonal, communication and relationship building skills. 13. Demonstrate high attention to detail, with an ability to identify issues and propose practical solutions to provide meaningful outcomes. 14. High level of proficiency in the use of technology (Microsoft Suite) along with demonstrated experience in the operational use of a range of IT systems. |
| CHN Competencies | <i>Strategic thinking:</i> We use our foresight and environmental awareness to add value. |
| | <i>Resourcefulness:</i> We generate evidence-based solutions. |
| | <i>Relationship Management:</i> We invest in strengthening internal and external relationships. |
| | <i>Data Literacy:</i> We navigate data systems and protect data assets. |
| | <i>Cultural competence:</i> We understand, appreciate and cooperate with all cultures and beliefs. |
| | <i>Embracing ambiguity:</i> We rise to the challenge of uncertainty and the unknown. |
| | <i>Leading:</i> We each play a leadership role. |