

Governance & Compliance Partner

Our vision: *People and communities have strong mental health and wellbeing.*

Our purpose: *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

Our values: *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

Position Information

Purpose

The Governance & Compliance Partner will implement, monitor and improve systems and processes to support Mind Australia's service delivery streams. The role aims to provide advice and support primarily for The Haven Foundation (THF) and the Haven Foundation Australia Limited (THFAL) to meet governance obligations and compliance standards including regulatory standards, internal and external policy. The Governance & Compliance Partner will also provide governance and compliance support to Mind when required. This role will be responsible for:

- Leading the community housing policy development to meets relevant performance standards.
- Supporting the broader business to build governance processes through policy development and revisions.
- Leading development of business compliance knowledge, capability and maturity as well as identifying and monitoring governance and compliance risks to business operations.
- Offering support and advice to the business to meet obligations.
- Leading the response to the regulatory compliance road map across our business including scheduled and ad-hoc reporting to regulators.
- Supporting internal compliance and assurance reporting requirements to internal stakeholders and providing insights to those reports.
- Collaborating on quality assurance initiatives.

The Governance & Compliance Partner will work collaboratively across the THF and Mind businesses with external stakeholders to build confidence in the organisation's governance and regulatory approach. The role supports internal stakeholders to implement a consistent, effective and efficient approach to safeguarding quality management and other governance initiatives.

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



Position reports to	Company Secretary & Senior Manager, Enterprise Risk and Governance
Mind classification level	SCHADS Level 6
Stream	Business Services - Enterprise Risk and Governance
About the service	<p>The Haven Foundation (THF) and the Haven Foundation Australia Limited (THFAL) are controlled entities of Mind Australia Limited. The Haven Foundation, a community housing provider, builds social housing specially designed for people living with complex mental ill health and psychosocial disability. Support services within the Haven residences are provided by Mind Australia (Parent Company) and funded through the NDIS with an emphasis on building skills to live independently with a focus on mental health recovery.</p> <p>The Housing Strategy service stream will be crucial in driving growth and sustainable outcomes across the business, including having agility to respond to new opportunities, strategically planning for known opportunities in the pipeline, establishing and strengthening relationships with clinical and partner referrers, housing providers and government agencies. Housing Strategy will also be responsible for ensuring new services are established and occupancy levels of current services are maintained.</p>
Position description effective date	January 2023
Responsibilities	
Governance	<ul style="list-style-type: none"> • Focus on Mind’s community housing and residential services across Australia and work with a degree of independence to support the whole organisation’s governance approach. • Lead the business policy development and review processes for community housing ensuring performance standards are met. • Manage and contribute to policy review cycles across the broader organisation, support policy governance processes. • Lead the implementation and coordination of an effective organisational policy governance framework across the whole business and respond to the business quality improvement plan in relation to policy review. • Contribute to licensing, registration and accreditation renewal. • Contribute to the safeguarding and quality management systems.
Compliance	<ul style="list-style-type: none"> • Focus on Mind’s community housing and residential services across Australia and work with a degree of independence to support the whole organisation’s regulatory compliance obligations.



	<ul style="list-style-type: none"> • Build the capability of business operations in understanding and effectively managing compliance. • Offer expert advice to Executive Directors, Senior Managers, General Managers and other internal stakeholders on their legislative and regulatory obligations. Community housing regulation is of particular importance in the emerging businesses. • Support Executive Directors, Senior Managers, General Managers and other internal stakeholders to understand their regulatory compliance obligations to government agencies and funders. • Act as the first point of contact for community housing regulators in leading the response to the reporting cycles. • Lead the development and coordination of an effective organisation compliance framework across the whole business and respond to the business regulatory road map. • Take an enterprise approach to monitoring and managing governance and compliance registers and develop internal performance reporting to stakeholders.
Risk	<ul style="list-style-type: none"> • Apply a governance and compliance lens in supporting risk management activities to aide in risk maturity development across the businesses. • Participate in risk management discussions that support business leaders in identifying their governance, compliance and business related risks.
Reporting	<ul style="list-style-type: none"> • Build reporting capacity and end user capability related to our risk assurance and compliance system. • Support General Managers, Business Managers, Service Managers and other Managers in establishing risk reporting, building reporting capacity and end user capability related to our risk assurance and compliance system.
Quality improvement	<ul style="list-style-type: none"> • Provide direct and indirect support and tools to implement legislation, standards, contracts, policy and procedure requirements and safeguarding practices. • Participate in and support internal Governance Committees and related processes. • Assist in the development of policy, procedures and other practice guides and tools that require assessment against external obligations.
Systems administration and utilisation	<ul style="list-style-type: none"> • Contribute to the continual improvement and utilisation of the internal governance and compliance registers and audit/review registers. • Support improvements in our risk management system, facilitate improvements in end user utilisation including reporting.



	<ul style="list-style-type: none"> • Act as a systems administrator.
Stakeholder management	<ul style="list-style-type: none"> • Liaise with internal stakeholders including the Executive Director Business Services, Senior Manager Enterprise Risk and Governance, Enterprise Risk and Governance team, The Haven Foundation teams, Executive Directors, Senior Managers, General Managers, Business Managers, Service Managers, Finance, Human Resources and BIS. • Establish and maintain strong relationships with external stakeholders including community housing groups, service providers, NDIS, opinion leaders, regulators and other organisations relevant to the work. • Develop relationships with regulators for community housing across the country. • Develop detailed understanding of the operational requirements for both entities with specific focus on community housing. • Build a detailed understanding of the operational requirements. • Engage in productive working relationships that add value to service delivery. • Attend internal and external meetings, networks and working groups as appropriate in line with Mind's delegation schedule and with the support of management. • Understand the impact of external influences for the service, team and Mind.
Other duties	<ul style="list-style-type: none"> • Document all activities using Mind's ICT systems and processes. • Actively participate, contributing to the team and wider organisational initiatives. • Take personal responsibility for the quality and safety of work undertaken. • Other duties as directed.
Professional development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
Accountability	<ul style="list-style-type: none"> • Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time. • Proactively support Mind's vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.
Workplace health, safety and wellbeing	<ul style="list-style-type: none"> • Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.



Lived experience	<ul style="list-style-type: none">• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	<ul style="list-style-type: none">• Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.



Position Requirements	
Qualifications required	<ul style="list-style-type: none"> • Tertiary degree qualifications in Business Management, Finance, Commerce, Risk Management, Compliance or other related field as designated by Mind and/or equivalent experience in a similar industry.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Significant demonstrated experience in a Compliance, Governance or Risk Management role. • Proven experience and understanding of Not for Profit, Community Services, Mental Health, Social Welfare, Housing, Healthcare or Government sectors is highly desirable. • Understanding of the NDIS particularly in relation to Supported Independent Living and community housing. • Proven knowledge of risk management processes and associated governance frameworks in an operational or business facing environment. • Knowledge of the regulatory environment that applies to community housing including some exposure to regulatory reporting. • Experience in working collaboratively with a service delivery business supporting with operational risk and compliance needs. • Experience in administering and implementing risk, compliance and assurance systems and/or solutions. • Demonstrated ability to plan and prioritise to meet customer service delivery requirements. • Excellent customer service skills. • A track record in successful relationship development, stakeholder management and strategic partnerships. • Excellent interpersonal and communication skills with the ability to consult, negotiate and influence peers, stakeholders and government agencies with diplomacy to achieve effective outcomes. • Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. • High level organisational skills with demonstrated ability to prioritise, manage multiple complex tasks concurrently, work under pressure and meet deadlines. • Ability to work both autonomously and collaboratively showing initiative and flexibility. • Strong experience in reporting to internal and external stakeholders, Board, regulators, government agencies and funders. • Advanced IT and Microsoft Excel skills. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.

To learn more about Mind visit mindaustralia.org.au



You can also watch our Great Minds series of videos by visiting www.youtube.com/mindaustralia

Mind Australia Limited ABN 22 005 063 589



Other

- Right to work in Australia.
- Current valid driver's licence.
- Current NDIS Worker Screening Check Clearance.
- Working with Children Check or equivalent (Blue Card - QLD).
- Able to obtain and provide evidence of vaccinations against COVID-19.

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