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 the community housing and residential care service delivery streams. The aim of the role is to provide advice and support to The Haven Foundation (THF), Haven Foundation Australia Limited (THFAL) and Mind Australia, as required, to achieve risk maturity and meet compliance with regulatory obligations, governance guidelines, internal and external policy requirements, and quality improvement, safeguarding practices and performance standards. The Governance & Compliance Partner will be responsible for:

- Leading policy development for the community housing and residential care service streams to meet relevant performance standards.
- Supporting the business to build governance processes through policy development and revisions.
- Leading development of compliance knowledge, capability and risk maturity as well as identifying and monitoring governance and compliance risks to operations.
- Offering support and advice to the business to meet obligations.
- Leading the response to the regulatory compliance road map including scheduled and ad-hoc reporting to regulators.
- Supporting internal compliance and assurance reporting requirements to internal stakeholders and providing reporting insights.
- Collaborating on business continuity and 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 and support internal stakeholders to implement a consistent, effective and efficient approach to safeguarding quality management and other governance

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.

	initiatives. The role will also offer compliance and obligation support to other service streams as required.
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	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. The Enterprise Risk and Governance business unit provides organisational risk, compliance and assurance services, systems and processes for Mind and its controlled entities. Enterprise Risk and Governance also provides company secretariat services and governance of the Mind Australia Board and Sub-Committees and the Boards of each controlled entity. The aim of the business unit is to achieve an increased risk maturity across service delivery areas and controlled entities, support compliance with regulations and manage governance of internal and external policies, standards and safeguarding practices.
Position description effective date	January 2023
Responsibilities	
Governance and quality improvement	- Work collaboratively with internal and external stakeholders, Housing Strategy, community housing and residential care services, and managers to support governance and quality improvement approaches. - Lead implementation and coordination of an effective organisational policy governance framework and respond to the business quality improvement plan in relation to policy review. - Lead business policy development and review processes for community housing and residential services ensuring performance standards are met. - Manage and contribute to policy review cycles across the organisation and support policy governance processes.

	• Provide support and tools to implement legislation, standards, contracts, policy and procedure requirements and safeguarding practices. • Assist in the development of policy, procedures and other practice guides and tools that require assessment against external obligations. • Contribute to licensing, registration and accreditation renewal processes. • Contribute to the safeguarding and quality management systems. • Participate and support internal Governance Committees and related processes.
Compliance	• Work collaboratively with internal and external stakeholders, Housing Strategy, community housing and residential care services, and managers to support compliance obligations. • 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 particularly Community Housing regulations. • Support internal stakeholders to understand their regulatory compliance obligations to government agencies and funders. • Lead the development and coordination of an effective enterprise compliance framework across the organisation. • Lead development and coordination of an effective organisation compliance framework across the organisation and respond to the business regulatory road map. • Act as the first point of contact for Community Housing regulators and lead the compliance reporting processes and cycles.
Risk	• Work collaboratively with the Senior Manager, Enterprise Risk and Compliance and Enterprise Risk and Compliance team to apply a compliance lens in supporting risk management activities to aide in risk maturity development across the organisation. • Participate in risk management discussions that support internal stakeholders to identify governance, compliance and business related risks.
Team work	• Work closely with the Senior Manager, Enterprise Risk and Governance and the Enterprise Risk and Governance team to ensure risk, governance and compliance initiatives are delivered and implemented in a timely, consistent manner to meet business requirements and obligations. • Support the Business Services division in particular Enterprise Risk and Governance business unit to provide the business with solutions, efficiencies and high quality practice.

	• Work collaboratively with the Senior Manager to manage and support positive relationships, consistent communication and a coordinated, strategic approach to risk, governance and compliance initiatives.
Stakeholder management	• Work collaboratively with internal stakeholders including the CFO & Executive Director Business Services, Company Secretary & Senior Manager Enterprise Risk and Governance, Board Members, Executive Directors, General Managers, Service Managers, The Haven Foundation, Housing Strategy, Operations, Finance, ICT and Human Resources. • Build and maintain relationships with external stakeholders including regulators, service providers, partners, NDIS, government agencies, community housing groups and other organisations relevant to the work. • Develop relationships with regulators for community housing services. • Engage in productive working relationships that add value to service delivery. • Foster positive relationships and proactively work with all stakeholders to ensure advice is consistent and contemporary. • Attend internal and external meetings, networks and working groups as appropriate in line with Mind's Delegation Schedule and with the support of management. • Build a detailed understanding of the operational requirements. • Work collaboratively with all areas of the business to ensure the organisation's objectives are met. • Understand the impact of external influences for the service, team and Mind. • Be a customer advocate, championing client needs and insights throughout the business.
Reporting and administration	• Take an enterprise approach to monitoring and managing compliance registers and develop internal performance reporting to stakeholders. • Build reporting capacity and user capability related to risk assurance and compliance systems. • Support Executive Directors, Senior Managers, General Managers, Service Managers, Housing Strategy and Operations teams, and other stakeholders in establishing risk reporting, building reporting capacity and user capability related to risk assurance and compliance systems. • Contribute to the continual improvement and utilisation of internal compliance, audit and review registers.

	• Support improvements to the risk management system and facilitate improvements in utilisation including reporting. • Act as a systems administrator for risk and compliance systems.
Other duties	• Document all activities using Mind's ICT system and processes. • Actively participate, contributing to the team and wider organisational initiatives. • Contribute to the team and business by participating in projects, committees and undertaking other tasks as directed. • Take personal responsibility for the quality and safety of work undertaken. • Other duties as directed.
Professional development	• Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
Accountability	• 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	• Contribute actively to the maintenance of a safe workplace. • Ensure all safety issues are reported and addressed as they arise.
Lived experience	• Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	• 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	• 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	• Significant demonstrated experience in a similar Compliance, Governance and/or Risk Management role. • Proven experience in Community Services, Mental Health, Disability, Social Welfare, Housing, Healthcare or Government sectors is highly desirable. • Proven understanding of risk management processes and governance frameworks in an operational or business facing environment. • Knowledge of the community housing regulatory environment and some understanding of regulatory reporting. • Experience in working collaboratively with a service delivery business supporting operational risk and compliance needs. • Experience in administering and implementing risk, compliance and assurance systems and/or solutions. • Understanding of the NDIS particularly in relation to Supported Independent Living and community housing services. • Experience in providing expert advice, solutions and best practice to stakeholders on compliance, risk and governance standards and obligations. • Ability to plan and prioritise to meet Mind's strategic and operational plan. • Demonstrated ability to plan and prioritise to meet stakeholder expectations. • 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, risk management, strategic thinking 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.

	• Capability in presenting high quality reporting to internal and external stakeholders, Board, regulators, government agencies and funders. • Advanced IT literacy and Microsoft Suite skills including Outlook, Word, PowerPoint and Excel. • Strong knowledge of audit, risk and compliance systems. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.
Other	• Right to work in Australia. • Current valid Australian 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.