

POSITION DESCRIPTION

LAC Internal Auditor

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

The NDIS Partners in the Community Program for Local Area Coordination (LAC) Services works in partnership with the National Disability Insurance Agency (NDIA) to assist people with disability, their families and carers to achieve tangible outcomes, exercise choice and control and engage with the National Disability Insurance Schemes (NDIS).

As a member of the Specialist Service Team, you will play a key role in the success of employees delivering LAC Services. You will develop, facilitate and influence the delivery of program wide initiatives that will support the learning and capability of all LAC staff to perform their roles to a high standard and meet Uniting and NDIA requirements. You will promote a culture of operational excellence and drive quality outcomes consistently across the program. Uniting Local Area Coordination Services is an ISO 9001:2015 accredited program.

In your role as a LAC Internal Auditor is to provide timely, quality and innovative support that will enhance the capacity of staff across all LAC Service Areas. You will implement work practices and maintain the LAC internal audit schedule and assist the Senior Workplace Learning Coordinator in delivering outcomes and meeting the requirements contained in the NDIA contractual agreement along with the Uniting and LAC Services strategic and operational plans.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the LAC Specialist Service Team through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
- Actively engage and participate in the performance management framework and review processes at Uniting
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour
- Contribute to a culture of openness, feedback and productivity.
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contribute to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
- Complete mandatory training for the position as designated by Uniting and the NDIA, and continue ongoing professional development. Keep up to date with Uniting and NDIA changes
- Deliver key performance indicators as agreed upon by Uniting and the NDIA

As a LAC Internal Auditor, your role specifically will:

Sector and Organisation Purpose and Values

- Demonstrate a deep knowledge and application of human rights based approaches in the disability sector.
- Demonstrate a deep knowledge and application of the Uniting vision, values, strategic and business plans and the service offerings of Uniting
- Demonstrate alignment with NDIA Purpose and Values

Service Delivery

- Deliver services in line with Uniting culture that promotes a person centred approach and outcomes, reflecting the right of people with a disability to exercise choice and control over all aspects of their lives
- Have a deep understanding of the NDIS participant pathway and ILC Policy Framework
- Support NDIS Participants through various stages of the Pathway (as required)
- Support the Specialist Service Manager and Senior Workplace Learning Coordinator to implement the Uniting and LAC Services strategic and operational plan across the program
- Implement the LAC Quality Management System through the LAC internal audit schedule and the appropriate control and improvement of documentation, processes and procedures, and training
- Implement work practices and maintain the LAC internal audit schedule in partnership with relevant stakeholders to ensure adherence to requirements of Uniting and the NDIA
- Manage confidential and sensitive information
- Undertake other duties as requested by the Senior Workplace Learning Coordinator or Specialist Service Manager consistent with the general nature and responsibilities of the position.

Collaboration/Teamwork

- Be an active member of Uniting and the Specialist Service Team, adhering to organisational expectations outlined in Uniting policies and procedures and contributing positively to the team's plans, goals, work environment and culture
- Collaborate with your team and Senior Workplace Learning Coordinator through a variety of mediums to brainstorm solutions and approaches to address risks and maximise opportunities
- Demonstrate the ability to work well within a team that adapts quickly due to a changing environment

Reporting, Standards and Continuous Improvement

- Understand the impact on work practices of Uniting policies and procedures, including the Code of Conduct, Conflict of Interest and Safety policies and procedures, as well as relevant government legislation and standards
- Support the Specialist Service Manager and Senior Workplace Learning Coordinator in ensuring the National Disability Standards, Uniting Disability Practice Framework, Child Wellbeing Framework and LAC Quality Management Framework are embedded into the practices undertaken by LAC staff
- Implement the LAC Quality Management System by maintaining the LAC continuous improvement processes including documentation of improvement opportunities identified through Internal Audits
- Identify risks and opportunities for the LAC program and Specialist Service team through research, gap analysis and internal audits and feed these into the continuous improvement process
- Ensure adherence to reporting, documentation and business administration requirements
- Undertake audits as per the LAC Internal Audit Scheduled in line with the Uniting LAC Internal Audit Standard Operating Procedure including but not limited to any potential, perceived or actual conflict of interest as per Uniting's Resolving Conflict of Interest Policy.

Stakeholder Relationships

- With the Senior Workplace Learning Coordinator, identify and develop strategic, collegial and productive relationships across all LAC teams and with other Uniting business units to ensure the best outcomes for customers, Uniting and LAC staff
- Provide the Specialist Service Manager with information to support the LAC Leadership team with decision making and operational processes
- Professionally represent Uniting when liaising with all stakeholders

Innovation and Co-design

- Demonstrate commitment to best practice approaches
- Apply critical thinking to consider the workability of different ideas and apply the appropriate problem solving and decision making tools
- Actively research, create and share innovative solutions with your team
- Incorporate lessons learnt, feedback and review into the continuous improvement of work practices

Communication

- Use effective communication, negotiation, relationship building and interpersonal skills to carry out activities within LAC Services
- Follow the LAC Stakeholder and Engagement Communication Matrix in relation to key internal and external stakeholders and interested parties
- Enter data and record information accurately on the NDIA IT Business System and Uniting systems
- Use social media platform to promote the initiatives of the LAC Services and good news stories

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity. You are committed to respecting children and taking action to keep them safe.

Your directorate: Mission, Communities and Social Impact
You'll report to: Senior Workplace Coordinator

To be successful in this role, you must fill the below **mandatory requirements**:

- Working with Children Check clearance
- National and State Criminal History Check clearance
- Have a valid driver's license
- Be able to work flexibly to potentially include after-hours and weekends
- Be able to travel within and between Uniting LAC Service Areas as required

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

QUALIFICATIONS & EXPERIENCE

Qualifications:

No formal qualifications are required for this role.

Selection Criteria:

- Excellent written and verbal communication
- Be organized, systematic and have excellent time management skills
- Great attention to detail
- Self-starter and motivated
- Experience working with SharePoint sites

Even Better:

- Experience in auditing to meet the requirements of a Quality Management Framework
- Experience in achieving and/or maintaining certification in ISO 9001:2015 Quality Management Systems

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	