

POSITION DESCRIPTION



RISK COMPLIANCE AND SYSTEMS IMPROVEMENT MANAGER

Business Support Services

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE: Risk, Compliance and Systems Improvement Manager

PROGRAM: Finance and Organisational Processes

LOCATION: Richmond

REPORTING RELATIONSHIPS: This position reports directly to the Executive Director Business Support
This position has three direct reports

EFFECTIVE DATE: October 2023

Position Purpose

- To drive an effective risk and compliance framework within Jesuit Social Services that exceeds relevant service standards and strengthen a risk awareness culture within the organisation.
- To coordinate the management of the funding register and coordinate contract milestones and the organisation's Incident System and associated reporting

- To coordinate the internal audit and reporting function and system improvements

Program Purpose

Central Office

Jesuit Social Services engages with people from diverse backgrounds experiencing complex problems, including those associated with mental illness, substance misuse, family breakdown, offending behaviour, homelessness, unemployment, poverty and social exclusion.

Jesuit Social Services operates a range of programs for disadvantaged young people, families and communities from various operational sites.

Finance and Organisational Processes

Finance and Organisational Processes is responsible for financial administration, operations, risk and compliance and ICT of Jesuit Social Services and is located at Central Office.

Duties of the position

- Maintain the organisation's risk and compliance framework
- Assist management to identify and respond to service risks by undertaking risk assessments and documenting mitigating actions
- Ensure the funding register and contract milestones related to funder reporting, invoicing and acquittals are kept up to date in the reporting database ("Tickit")
- Coordinate incident reporting across the organisation
- Undertake internal audits and report on findings, including privacy and participant file audits
- Coordinate implementation and management of systems and process improvements
- Coordinate a central filing system

Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in risk and compliance; proficiency in Excel and Outlook.
2. Experience in maintaining registers and coordinating organisational reporting requirements.
3. Experience undertaking internal audits and implementing system improvements.
4. Superior written and verbal communication skills and attention to detail.
5. Capacity to fulfil reporting and administrative requirements associated with the position.

Key Performance Indicators

- Risk and compliance systems are improved, including relevant databases
- Compliance obligations are met by the organisation with performance regularly reported
- Management are made aware of changes in government and industry standards to enable them to revise operational and service delivery activities to reflect these changes.
- Funding register and contract milestones accurately maintained

- Incident System and associated reporting completed as required
- Internal audits completed as per agreed workplan
- System improvements completed as planned

Key responsibilities of Jesuit Social Services Employees

Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders.
- Deliver services consistent with shared services guidelines, relevant legislation and funding agreements.
- Communicate clearly with others.
- Manage competing priorities in a high-volume work environment.
- Fulfil the reporting and administrative requirements associated with the position.
- Other duties as required.

Team work and supervision

- Work effectively as part of a team, contributing to group outputs.
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development.
- Commitment to risk management and continuous quality improvement processes.
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services.

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+.
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.
- Demonstrate an understanding of the identity and ethos of Jesuit Social Services.

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence (desired)
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

_____ Date: _____

Position Description Approved by:

**ED Finance and Organisational
Processes**

Position Description Review Date:

October 2025