

**Position Description**  
**Community Programs and Contract**  
**Compliance Manager**  
**134213**



## Position Objective

To plan, organise, direct and review the day-to-day operations through subordinate line and functional managers and position the organisation to respond to changes in both the internal and external operating environments. To increase the community care quality and productivity. To increase the Community Care client base. To improve the integration of Community Care Services with Mental Health; Allied Health; and Residential aged care services; and to improve the implementation of new contracts across NWRH.

## Primary Roles and Responsibilities

<b>Primary Business Unit Responsibilities (50%)</b>	<ol style="list-style-type: none"> <li>1. To satisfy Workplace Health and Safety (WHS) legislative requirements at a senior management level.</li> <li>2. To identify and respond WHS needs for quality improvement and then develop and implement WHS systems, processes and accountability across business units.</li> <li>3. To embed cultural competency in all areas of delegation and program responsibility</li> <li>4. Create, lead and foster a culture of performance against contract deliverables across responsible programs</li> <li>5. Lead organisation-wide service planning, logistics and operational delivery oversight for community, aged and disability programs</li> <li>6. Variance reporting and analysis, across responsible programs, of finance, human resources and contract performance, proactively and responsively implementing remedial action, as and when required.</li> <li>7. Responsible for initiating and maintaining business relationships focussed on revenue generation and/ or generating service efficiencies and mutually beneficial partnerships.</li> <li>8. Take lead responsibility for customer satisfaction and book growth and embed these cultures across the workforce</li> <li>9. To enhance funder reput; generate business development opportunities; and positively influence stakeholders and investors.</li> <li>10. Leadership in collaboration with Executive in third party accreditation processes for all standards relevant to NWRH</li> </ol>
<b>Safety and Wellbeing</b>	
<b>Performance</b>	
<b>Commercial</b>	
<b>Excellence</b>	
<b>Brand Ambassadors</b>	
<b>Enablement Across Business Units (50%)</b>	<ol style="list-style-type: none"> <li>1. Lead the implementation of new contracts and projects with project management methodology in conjunction with other Business Unit Leaders</li> <li>2. Planning, executing, coordinating contract activities to satisfy individual contract requirements for community, aged and disability programs</li> </ol>

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	<ol style="list-style-type: none"> <li>3. Responsible lead for site administration functions in Mount Isa, Cloncurry and Longreach including vehicles, building maintenance, office management and reception</li> <li>4. Collaboratively work across business units to facilitate leadership development and succession planning</li> <li>5. Single-point accountability for all Stakeholder relationships across Central West Queensland communities, to advance on all business unit objectives in collaboration with other Leaders.</li> <li>6. Backfilling other Business Unit Leaders, for periods of leave</li> </ol>
<b>Professional Conduct</b>	<ol style="list-style-type: none"> <li>1. To behave in a professionally responsible and accountable manner at all times</li> <li>2. Compliance with organisational code of conduct and policies and procedures</li> <li>3. Compliance with Code of Professional Conduct and Statement of Ethical Practice for National body relevant to this discipline</li> <li>4. Compliance with relevant legislation, including the Queensland Mental Health Act 2016; Aged Care Act 1997; National Disability Insurance Scheme Act 2013; Workplace Health and Safety Act 2011; Queensland Equal Opportunity and Anti-Discrimination Act 1991.</li> </ol> <p>Flexibility in working role related to changing job requirements including:</p> <ol style="list-style-type: none"> <li>1. Willingness to take on activities or tasks that may fall outside of regular duties</li> <li>2. Capacity to identify and/or respond to areas of need within the workplace in negotiation with Line Manager</li> </ol>

### Key Performance Indicators

<b>Contract Deliverables (60%)</b> (Performance)	<ul style="list-style-type: none"> <li>• KPI's met across delegated programs</li> <li>• Finance – within budget</li> <li>• HR budget vs actual positions – 80% minimum recruited</li> </ul>
<b>Compliance (30%)</b> (Safety and Wellbeing; Excellence)	<ul style="list-style-type: none"> <li>• 100% compliance against project plans for new programs</li> <li>• Input of quality and accurate data within set timeframes to relevant database e.g. Procura, NDIS logs, My Aged Care – 90% accuracy and meeting timeframes as per policy</li> <li>• 100% timely and comprehensive follow up, investigation and closure of all TICKIT incidents and identified risks</li> <li>• 100% WHS compliance, including site audits, vehicle safety, maintenance registers</li> <li>• 100% HR compliance</li> <li>• Reduction in lost time injury days greater than 10% reduction on the previous year</li> </ul>

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	<ul style="list-style-type: none"> <li>• Active leave management – 100% within policy</li> </ul>
<b>Business Development (10%)</b> (Commercial Focus; Brand Ambassadors)	<ul style="list-style-type: none"> <li>• Book growth – 15% annually</li> <li>• Stakeholder engagement</li> </ul>

## Reporting

This position reports to the Executive Manager Health Services.

## Additional Information

### **Salary package:**

Commensurate with qualifications and experience  
 Salary Sacrifice entitlement up to \$15900pa  
 Employer contribution to superannuation 9.5%  
 Annual leave loading 17.5%

### **Hours:**

This position is 1.0 full time equivalent (FTE), based on a 76 hours per fortnight, however additional hours will be required to achieve the outcomes of this role. Time Off in Lieu is not applicable.

### **Location:**

This position is based in Mount Isa

### **Travel Requirements:**

Travelling by road and/or in small planes to communities within the place catchment area and a minimum expectation of travelling at least 1 week in every month.

### **Criminal History Check:**

All final applicants for this position will be asked to consent to a criminal record check. Please note that people with criminal records are not automatically excluded from applying for this position. Unless the offences are precluded under relevant legislative requirements. Each application will be considered on its merits.

## Selection criteria

### **Essential**

1. Possession of a Degree or Master level qualified training in Health; Management; Business Administration or equivalent
2. Extensive experience in leading and applying contemporary Project Management methodology
3. Extensive Experience in Contracts Management including Procurement; Auditing and Reporting; and Compliance achievement across teams.
4. Demonstrated and applied Commercial Acumen and Achievement of Business Development Outcomes

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5. Demonstrated high level communication, intra-personal negotiation and change management skills with a record of successful change management.
6. An ability to interact effectively with people of diverse cultures.
7. Current unencumbered 'C' class driver's licence.
8. To be considered you must be an Australian or NZ Citizen or Permanent Resident, or have a relevant visa allowing you to live and work in Australia with no restrictions. NWRH does not undertake visa sponsorships.

***Desirable***

1. Post-graduate management or administration qualifications or equivalent
2. Demonstrated experience successfully leading community engagement activities
3. Demonstrated commitment to continuing professional development through a current Registration Board, Peak Body or Professional body
4. Demonstrated experience working in the Health; Aged Care; and or Disability Industry
5. Intermediate or Expert proficiency in Microsoft Excel; Microsoft Word and Microsoft Project.