

	Position Title: Director Risk		Team: Organisational Effectiveness		Region: Central
	Supervisor: Executive Director, Organisational Effectiveness	Delegations and Authorities: In Line with Delegations Policy	Band: E	Date Completed: February 2019	

ORGANISATIONAL INFORMATION

Our Vision and Focus	Role Context
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems</p> <p>For over 140 years, Berry street has adapted to a changing world, and we will continue to adapt to achieve our purpose. By 2022, we will have advanced our aspiration: together we will courageously change lives and reimagine service systems. We will listen to, and work alongside children, young people and families and our actions will be informed by their views and needs.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for increased government investment in early intervention and prevention services that enable families to be safe and stay together.</p> <p>We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice. Our purpose-driven approach will foster a culture of positivity and accountability, and we will engage with our people and service users through new digital channels and innovative approaches.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>The newly created Organisational Effectiveness Team is responsible for looking at new ways of working and new systems that will support Berry Street's service delivery and ongoing commitment to quality improvement. This newly created role will have senior oversight of Berry Street's risk management system.</p> <p>The Director Risk will work closely with other Directors in the Organisational Effectiveness Team to ensure best practice approaches to the management of risk, and the creation of systems and support programs that will support staff to learn and adapt to the changing work environment and needs of children and service users. The Team will also implement and support the frameworks needed to standardise practice and measure and report on client and organisational outcomes.</p> <p>The Director Risk is a key leadership role and is responsible for the oversight, management and reporting of Berry Street's enterprise and corporate risk; the Berry Street client risk management and reporting systems; legislative and regulatory compliance; development and implementation of a new Workforce Health and Safety Strategy; management of privacy and whistleblower compliance systems; and Berry Street's Redress scheme.</p>
Our Values	Primary Objectives of Role
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p>	<p>The primary objectives of the role are to:</p> <ul style="list-style-type: none"> • Lead and support Berry Street's risk management system and drive a robust risk culture across the organisation • Provide guidance and support the organisation with the identification, assessment and monitoring of key risks as well as monitoring risk mitigation and improvement plans • Develop, implement and advocate effective Workforce Health and Safety strategy and culture for Berry street • Manage all Berry Street's legislative and regulatory compliance systems • Oversee all Berry Street obligations to comply with the Commonwealth Redress Scheme

<p>Courage: <i>To be the best we can be and to never give up</i></p> <p>Integrity: <i>Expect a personal and organisation commitment to honesty</i></p> <p>Respect: <i>Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</i></p> <p>Accountability: <i>Be responsible for our own actions</i></p> <p>Working Together: <i>Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</i></p>	<p>Reporting Relationships</p> <p>This role is based at our Richmond office and reports to the Executive Director, Organisational Effectiveness. The role is part of the Organisational Effectiveness Leadership Team and oversees the:</p> <ul style="list-style-type: none"> • Senior Manager Workforce Health & Safety • Senior Manager Investigations, CIMS, Redress (including a team of six): Investigations Lead x 1 and Investigations Consultants x 2 • Case Reviews Lead x 1 and Case Reviews Consultant x 2
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EXPECTATIONS
<ul style="list-style-type: none"> • Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety. • Berry Street is committed to the principles of social justice. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion. • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE
<ul style="list-style-type: none"> • Demonstrated experience designing and implementing risk management systems and business continuity plans preferably within the community sector and not-for-profits • Strong commitment to risk management, ability to derive new ideas and use innovative thinking to drive forward risk management and ability to show initiative and deliver to deadlines • Well-developed networking and relationship building skills, with the ability to gain commitment across the department and with key stakeholders. • Excellent presentation skills including the ability to communicate in a clear, logical and succinct manner. • Excellent communication skills, stakeholder management skills and your ability to educate, influence and challenge stakeholders.

- Proven organisational skills with the ability to prioritise and manage own workload to meet timeframes and job-related expectations.
- Good problem solving, decision making and solid negotiation skills to achieve effective relationships and outcomes.
- Solid analytical, reasoning and decision making skills including solid numerical ability and strategic judgement.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- Experience in managing systems in complex legislative and regulatory environments
- A sound understanding of statutory programs and DHHS service compliance

Qualifications and Other Requirements	Desirable
<ul style="list-style-type: none"> • Relevant post graduate degree • Accreditation in risk and workplace health and safety • Staff must hold a valid WWCC, current driver's license at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • Experience in the Child and Family Services sector • Previous project management and change management experience • Understanding of relevant Federal and State legislation

KEY ACCOUNTABILITIES AND RESPONSIBILITIES	
Accountability	Specific Responsibility
Risk Management	<ul style="list-style-type: none"> • Maintain Berry Street's Risk Management strategy and drive implementation of risk management improvements across the organisation where required • Lead regular risk management reviews of the organisation and make recommendations for organisation-wide risk management systems and improvements • Actively embed better risk management practices and elevate risk management as a part of Berry Street's culture • Oversee, manage and report on Berry Street's enterprise and corporate risk • Oversee Berry Street's client risk management and reporting systems, including the introduction of a new program/service risk assessment framework and leadership of the new team • Liaise with senior managers and line-managers in relation to identifying risks, prioritising, developing mitigating strategies and implementing continuous improvement • Develop a range of risk management tools in consultation with managers to proactively minimise where possible, risks which may expose the organisation • Work with the Quality and Knowledge & Outcomes Directors to integrate and maintain best practice in client information management • Support the Executive Director in developing governance risk reports.
Compliance	<ul style="list-style-type: none"> • Manage legislative and regulatory compliance, including emergency management and business continuity planning • Manage Privacy and Whistleblower compliance systems • Implement policies and procedures to support compliance regulatory requirements • Complete organisational audits to ensure internal processes are effective and efficient
Workforce Health & Safety	<ul style="list-style-type: none"> • Develop and implement a new Workforce Health and Safety strategy for Berry Street • Coordinate implementation of the Workforce Health and Safety Management plan and monitor compliance with the plan • Develop and maintain the organisation's WH&S systems • Monitor and assess health and safety strategies in accordance with legislative and standards changes • Lead implementation of new initiatives where legislation and standards change or where required outcomes are not being achieved • Develop and implement training programs on health and safety issues in conjunction with People and Culture
Redress	<ul style="list-style-type: none"> • Oversee and manage Berry Street's Redress scheme • Liaise with Government in relation to the application of the scheme • Establish governance processes to ensure Berry Street meets the Redress Scheme audit requirements, whilst acknowledging the sensitive nature of the scheme and impact of sexual abuse on past clients

Leadership	<ul style="list-style-type: none"> • Lead, inspire and mentor a team of professionals within the Risk Department • Assist Berry Street with strategically and operationally implementing a whole of business risk management mindset and framework through stakeholder engagement, mentoring and coaching of senior and management staff • Play a key leadership role in the Organisational Effectiveness team, building a positive, can-do culture and instilling our values of courage, integrity, respect, accountability and working together • Build excellent relationships with internal stakeholders across the organisation to ensure department and team objectives can be met • Lead and advocate knowledge sharing and improvement of system efficiencies across all Berry Street regions • Represent Berry Street to external stakeholders and relevant professional forums and networks • Provide support, coaching and mentoring to staff, monitoring workloads and identifying training and development opportunities • Convey the application of Berry Street Values through modelling behaviour and using organisational and department goals to guide work planning and prioritisation
Other	<ul style="list-style-type: none"> • Keep abreast of relevant industry developments and maintain knowledge of emerging best risk management practices and adopt the most suitable for Berry Street • Represent Berry Street in sector and departmental risk management forums and networks • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. • Other duties as directed

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, in accordance to terms and conditions within the contract of employment.
2. You will initially be employed at our Central Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the contract of employment. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration package for this position is negotiable, commensurate with experience and qualifications. The value of the salary can be increased through salary packaging.
5. This position includes an all-inclusive annual motor vehicle allowance of \$10,500 (pro rata) and no other claims for motor vehicle costs can be made to Berry Street. It is expected that the employee's personal vehicle fulfils all work-related purposes and, as a result, no work related travel costs or access to pool cars will be provided. Please refer to the Motor Vehicle Policy for further information.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 3 professional referees for Senior Managers, a pre-employment health declaration, a criminal records check and proof of identify and qualifications.
8. The successful applicant will initially be employed for a probationary period of 5 months. During this period, either party can terminate employment with one week's notice. A probationary review before 5 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Regular
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular