

Job Description & Selection Criteria

Position:	Governance Officer
Service:	Toora Corporate Services/Governance
Classification:	MEA Level 6
Appointment Type:	Part time minimum 3 days a week, or Full-time Monday to Friday, 76 hours per fortnight

PRACTICE FRAMEWORK:

Toora Women Inc. supports women with complex issues who have experienced past or present trauma, such as:

- domestic, family and sexual violence
- mental health issues
- drug or alcohol dependency
- homelessness or needing support to stay out of the homelessness system
- time in ACT Corrections.

Our current domestic violence, homelessness and AOD health treatment programs range across a variety of settings, such as, crisis, transitional and head tenancy accommodation, day programs, counselling, and outreach support. This allows Toora to provide wrap-around trauma-informed care within an integrated service system. We deliver these complex services within a human rights and gendered framework.

All services are based on a theoretical model of recovery, respect, and empowerment. This includes encouraging self-help and minimizing the effects of institutionalisation and the harm associated with dependencies.

SUMMARY OF BROAD PURPOSE OF THE POSITION

The Governance Officer is a member of the Governance Team that leads the further development, review, and implementation of quality management systems to ensure funding, legal and accreditation requirements are met, and best practice is achieved.

The role includes the creation, review or revision of organisational policies and processes; internal auditing against service standards; as well as supporting and monitoring of Toora's enterprise risk management framework.

KEY SKILLS

- Support the Governance Manager to monitor and maintain systems to ensure compliance with legislation, regulations, frameworks and service standards
- Under the direction of the Governance Manager lead and coordinate audits of corporate compliance, service standards, and practice frameworks
- Contributing to the implementation of continuous quality improvement initiatives, including managing and leading change and quality improvement projects
- Provide advice, support and issues resolution to all Toora staff related to governance, quality and risk management
- Support the implementation and embedding of best practice governance, quality and risk management across the organisation

Our Mission: Safety, Respect and Choice for Women

- Provide reports, including analysis of results and recommendations, to the Governance Manager, Clinical Governance Committee, Management, CEO and Board as required
- Work in collaboration with the Leadership Team, Clinical Governance Committee, WHS Committee, and the Diversity and Inclusion Committee
- Collate and report on client feedback and incident themes to Managers and relevant committees as required
- Support the upskilling of staff in governance, quality and risk management

REPORTING/WORKING RELATIONSHIP

The Governance Officer is responsible to the Director of Service Excellence.

This position requires the development and maintenance of strong working relationships with:

- Toora Board;
- Toora Leadership team;
- Toora services and program teams;
- Accrediting bodies, including but not limited to Quality Innovation Performance Limited (QIP), Community Services Directorate and Australasian Therapeutic Communities Association (ATCA);
- Other relevant services, including but not limited to third party service providers such as the online risk management system administrators and website developers

DELIVERABLES:

Strategic

- Contribute to the leadership, strategy, priorities delivering the business and risk management plans of the organisation
- Contribute to overall workforce planning including recruitment and retention, succession planning, professional development and emerging business opportunities.
- Contribute to analysis of data, strategy, competitive landscape and industry trends at off-site meetings.
- Champion and progress cross-Toora cooperation to increase synergies between services
- Formulate and initiate extensive projects or programs which impact on the organisation's goals and objectives
- Provide specialised professional and administrative advice on policy matters within the organisation and to the Board

Policy Development and Management

- Conduct reviews of Toora organisational policies and procedures to identify gaps for policy development
- Maintain a policy review schedule and update existing policies, as required.
- Ensure accessibility to up-to-date organisational policies via SharePoint.

Quality Assurance/Quality Improvement

- Lead the further development, implementation, and review of quality management systems to ensure funding, legal and accreditation requirements are met, and best practice is achieved.
- Manage the relationship with QIP, develop and work within a quality plan and meet all reporting deadlines.
- Provide advice to the CEO and Executive team around quality assurance and quality improvement principles and emerging priorities to be addressed within the organisation.
- Facilitate engagement with other Toora staff in the participation of quality assurance/improvement activities and processes.
- Coordinate feedback from stakeholders, staff, and clients for evaluation across all Toora programs and prepare reports of quality management purposes for the organisation.
- Develop, monitor, and ensure compliance with risk management plan, in liaison with the CEO
- Provide professional development support to staff in relation to quality assurance/improvement activities
- Develop and maintain standard templates for standard organisational functions within Toora
- Participate in induction of new staff in relation to quality assurance practices.

Administration

- Understand all areas of computer operations to meet the needs of the job
- Assist in maintaining appropriate communication, correspondence, and records management practices by:
 - Typing and distribution of agenda, taking minutes for relevant meetings, as directed by CEO,
 - Distributing written minutes within one working week of meeting, and
 - Manage SharePoint

Professional Practice, Professional Development and Performance Management

- Engage in professional development activities
- Attend to regular supervision with the CEO and accept direction.
- Represent Toora in a professional manner on external committees or working parties.

Work Health Safety / Quality Systems

- Adhere to Toora Women Inc. WHS policies and procedures including self-care policy.
- Take reasonable care to protect their own health and safety at work and meet all obligations under the WHS Act 2011.
- Work in accordance with relevant sector standards and participate in Toora Quality Improvement Systems, including auditing, surveys and needs analysis.
- Engage in professional development and set and fulfil development goals.
- Actively participate in performance management/appraisal activities as determined by the organisation.

General Accountabilities

- Undertake other duties, as directed.

Conditions of Employment

- The duties of this position may be adapted to changing organisational requirements as determined by the service planning processes. Any change to the job description will not occur without consultation.
- Out of hours work may be required.
- Must possess a current driver's licence and be willing to drive.
- Must possess a Working with Vulnerable People registration
- Required to work from any location, within integrated Toora Inc. service system.
- Work collaboratively within Toora Women Inc. service system.
- Must adhere to the policies and procedures of the organisation.
- Adhere to the Toora Women Inc WHS policy and related procedures and take reasonable care to protect your own health and safety at work and meet all obligations under the WHS Act 2011
- Participate in Toora Quality Improvement Systems including auditing, surveys and needs analysis
- Understand and adhere to all Toora policies and procedures.

SELECTION CRITERIA / PERSON SPECIFICATION

Essential Qualification

- Relevant qualifications in governance, or experience in governance, risk or policy development in the health or community sectors.

Essential Experience

- Knowledge of trends and innovations in governance, risk, and quality management
- Working knowledge and understanding in the application of legislative frameworks including acts, regulations, service frameworks and standards that guide practice in the community or health sectors
- Demonstrated ability to work well in a team environment and the ability to achieve organisational and team goals and objectives, and to always act confidentially and professional
- High level interpersonal skills to perform effectively in a diverse, inclusive, and complex environment
- High level administrative skills including knowledge and experience in analysis and preparation of written reports and policy development
- Well-developed oral and written communication skills including negotiation, problem solving skills and the capacity to build and maintain positive relationships

Desirable Experience

- Working knowledge and understanding in the application of the community sector service standards such as, Clinical Governance Standards, QIC Health and Community Standards, National Regulatory System for Community Housing
- An understanding of the risks, and risk management with the community service sector
- Experience managing organisational or enterprise risk
- Experience with internal auditing
- Experience using MS SharePoint and Teams.

Personal Qualities & Behavioural Traits

- Communicate with influence in a positive, proactive, constructive, responsible, and respectful manor to inspire and empower others.
- Communicate showing an awareness the impact of communication style on the receiver, adapting personal style to audience.
- Be committed to our mission: Safety, Respect and Choice for Women.
- Be flexible and responsive to the changing environments.
- Be committed to providing quality programs and excellent services and support that represent leadership and innovation.

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