

<b>Position title</b>	<b>Internal Audit and Compliance Officer</b>
<b>Employee name</b>	Vacant
<b>Department/Service</b>	Clinical Services
<b>Location</b>	Thurgoona
<b>Position reports to</b>	Quality and Risk Manager
<b>Positions reporting to this role</b>	N/A
<b>Financial delegation</b>	N/A
<b>Budget accountability</b>	N/A
<b>Employment basis</b>	Full Time

<b>Work Environment (e.g. Office based, Residential based, Community based)</b>
The Internal Audit and Compliance Officer role is based at Mercy Connect Corporate Office in Thurgoona.

<b>Mercy Connect Values</b>	
Compassion	Supporting and listening with kindness and understanding
Hospitality	Welcoming each other with openness and a smile
Respect	Accepting and treating each other with integrity
Innovation	Seeing opportunities and creating new solutions
Teamwork	Working together with a shared view of success
Accountability	Choosing courage and taking ownership of our actions

<b>Role Purpose</b>	To improve business performance and service quality by identifying areas of compliance and potential improvement through conducting risk based internal audits and investigations.
<b>Key Selection Criteria</b> <b>Essential</b> <b>Experience and qualifications</b>	<ul style="list-style-type: none"> <li>Internal audit qualifications (e.g. CIA, CA, CPA or similar) or relevant internal auditing experience including design and implementation of audit programs.</li> <li>Demonstrated minimum 3-5 years' experience in a similar quality assurance role.</li> <li>Sound knowledge in quality frameworks.</li> <li>Ability to collect, analyse and present data in range of meaningful ways.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience in preparing high level verbal and written reports for senior management and Committees.</li> <li>• Demonstrated excellent stakeholder management skills, including a proven ability to influence, manage and implement change.</li> <li>• Experience using computer systems and software including Microsoft Office Suite.</li> <li>• Ability to take initiative and undertake projects with minimal supervision.</li> <li>• Well-developed organisational skills including attention to detail, accurate and timely processing, and reporting</li> <li>• High level of integrity and ability to maintain confidentiality.</li> <li>• Adaptability and ability to be flexible</li> </ul>
<b>Key Selection Criteria Desirable</b>	<ul style="list-style-type: none"> <li>• Experience in the disability sector, ISO 9001, National Disability Insurance Scheme. National Standards for Disability Services Health and Human Standards are preferred but not essential.</li> <li>• Member of Institute of Internal Auditors or similar.</li> </ul>
<b>Other requirements of the role</b>	<ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Current Working with Children's Check</li> <li>• Current driver's license.</li> </ul>

### Role Priorities

<b>Role Priority 1:</b>	Manage risk by bringing a systematic and disciplined approach to evaluating and improving the effectiveness of risk management, control and governance processes.	
<b>Behavioural Guidelines</b>	<b>Evidence (KPI)</b>	
Prepare audit tools and resources for the purposes of conducting and documenting internal audits.	<ul style="list-style-type: none"> <li>• Internal audit programs are conducted in line with auditing standards</li> <li>• Audit results are documented consistently and accurately.</li> <li>• Audit plans are developed and clearly articulate audit methods and key objectives</li> <li>• All audits are undertaken as scheduled and results are communicated to relevant stakeholders.</li> <li>• All audits are undertaken, and results are recorded and reported back to the business accurately and professionally.</li> <li>• Risks are highlighted and reported to the Quality and Risk Manager.</li> <li>• Investigations are conducted in line with investigation standards and best practice principles.</li> <li>• Accurate records and reports are prepared in relation to investigations conducted.</li> </ul>	
Conduct risk-based audits of Mercy Connect service delivery as scheduled to test key controls and determine compliance with legislation, regulations, policies, and relevant standards.		
Support Mercy Connect's fraud control strategies including conducting related audits, investigations, and other compliance projects.		
Prepare written reports which accurately outline audit findings, including recommendations for improvement and remedial action.		
Be accountable for the follow up of audit issues to ensure management agreed actions are completed in a timely manner.		
Conduct ad-hoc investigations of Mercy Connect service delivery.		

<b>Role Priority 2:</b> Contribute to the establishment, delivery and maintenance of an efficient and effective audit, risk and compliance framework and related policies, practices and processes are consistent with government legislation, regulations, and relevant industry standards.	
Behavioural Guidelines	Evidence (KPI)
Conduct research and provide advice to internal stakeholders regarding quality processes, regulatory, certification and any other licensing requirements.	<ul style="list-style-type: none"> <li>• Knowledge of quality processes, regulatory certification and other licencing requirements is maintained.</li> <li>• Coordinate certification self-assessments.</li> <li>• Policy framework implemented and maintained.</li> <li>• Progress against NDS Quality Portal is monitored and progress reports completed.</li> <li>• Quality Improvement Register is accurate and up to date.</li> <li>• Continuous improvement processes are maintained and encouraged.</li> <li>• Monthly reporting on incident management completed.</li> <li>• Managers receive required reports within agreed timeframes.</li> </ul>
Maintain a current knowledge base of risk and audit industry practices to ensure best practice is implemented.	
Structure audits of programs in preparation for NDIS Certification.	
Manage the policy register and ensure relevant document owners are aware of review timeframes	
Support the implementation of best practice initiatives by contributing to policy development and influencing learning and development initiatives	
Enable managers to make educated business decisions by providing relevant and accurate reports, including but not limited to Riskman incidents and participant documentation status.	

<b>Role Priority 3:</b> Develop positive relationships with internal stakeholders to influence compliance, effectively implement changes and projects, and improve understanding of compliance requirements.	
Behavioural Guidelines	Evidence (KPI)
Build relationships with Mercy Connect staff to foster contract compliance.	<ul style="list-style-type: none"> <li>• Positive relationships with Mercy Connect staff resulting in increased awareness of compliance and best practice requirements.</li> <li>• Staff participate in the development of the program and service delivery and the sharing of ideas and processes which improves performance.</li> </ul>
Actively promote an open exchange of ideas and process improvements, and to lead process change initiatives	
Assist in developing effective external relationships by representing Mercy Connect at relevant forums and share resulting information	

Contribute to the effectiveness of the Quality and Risk team by providing advice, assistance and support of key department processes and activities.	<ul style="list-style-type: none"> <li>• Mercy Connect is professionally and credibly represented and manager and colleagues are informed of forum outcomes</li> <li>• Quality and Risk Manager is aware of any situations which may impact the organisation ahead of time</li> <li>• Change initiatives are communicated to all stakeholders in a clear, transparent, and timely manner</li> </ul>
Assist the Quality and Risk Manager in processes and activities as requested.	
Ensure stakeholders are informed of any internal or external activities which may impact the organisation processes and timeframes.	

I acknowledge that:

Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive  
I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Print name:

Date:

Line Manager:

Print name:

Date: