

Position title	Internal Audit and Compliance Officer
Employee name	Vacant
Department/Service	Clinical Services
Location	Thurgoona
Position reports to	Quality and Risk Manager
Positions reporting to this role	N/A
Financial delegation	N/A
Budget accountability	N/A
Employment basis	Part Time (8- or 9-day fortnight)

Work Environment (e.g., Office based, Residential based, Community based)
<p>The Internal Audit and Compliance Officer role is based at Mercy Connect Corporate Office in Thurgoona, however, travel to other Mercy Connect and business-related sites is required.</p> <p>The role is primarily office based with regular use of phone and email. Using a computer while sitting for extended periods is common.</p>

Mercy Connect Values	
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

Role Purpose	<ul style="list-style-type: none"> • To evaluate business performance and service quality by identifying and reporting areas of risk, non-compliance and potential improvement through conducting risk based internal audits and investigations. • To enable and support Mercy Connect in meeting its risk and compliance objectives through advocacy, advisory, regulatory reporting and other compliance activities as required.
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	<ul style="list-style-type: none"> This role also provides subject matter expertise and contributes to continuous improvement initiatives aligned with Mercy Connect's strategic direction.
Key Selection Criteria Essential Experience and qualifications	<ul style="list-style-type: none"> Strong understanding of NDIS and compliance requirements and ideally have 2-years minimum experience in a similar quality assurance role. Experience in design and implementation of audit programs. Knowledge of quality assurance and risk management frameworks Ability to collect, analyse and present data in a range of meaningful ways. Superior communication and stakeholder management skills (written and verbal) to drive productive interactions and influence change with staff, management, and Board. Strong competency in using data and technology systems (including Microsoft Office Suite). Well-developed organisational skills including attention to detail, accurate and timely processing, and reporting. High level of integrity and ability to maintain confidentiality. Adaptability and flexibility to support shifting business priorities as required. Experience in preparing high level verbal and written reports for senior management and Committees. Demonstrated excellent stakeholder management skills, including a proven ability to influence, manage and implement change. Ability to take initiative and undertake projects with minimal supervision.
Key Selection Criteria Desirable	<ul style="list-style-type: none"> Experience in the disability sector, ISO 9001 and/or National Disability Insurance Scheme. National Standards for Disability Services Health and Human Standards are preferred but not essential. Member of Institute of Internal Auditors or similar.
Other requirements of the role	<ul style="list-style-type: none"> National Police Check Current Working with Children's Check Current driver's license.

Role Priorities

Role Priority 1:	Provide independent assurance that the organisation is effectively managing its risks through a systemic and disciplined approach to risk management, controls and governance.
Behavioural Guidelines	Evidence (KPI)
Prepare audit tools and resources for the purposes of conducting, documenting and monitoring actions from internal audits.	<ul style="list-style-type: none"> Internal audit programs are conducted in line with auditing standards Audit results are documented consistently and accurately. Audit plans are developed and clearly articulate audit methods and key objectives
Conduct risk-based audits of Mercy Connect service delivery as scheduled to determine the effectiveness of key controls to ensure compliance with legislation, regulations, policies, and relevant standards.	

Support Mercy Connect fraud control strategies including conducting related audits, investigations, and other compliance projects.	<ul style="list-style-type: none"> • All audits are undertaken as scheduled and results are communicated to relevant stakeholders. • All audits are undertaken, and results are recorded and reported back to the business accurately and professionally. • Risks are highlighted and reported to the Quality & Risk Manager. • Investigations are conducted in line with investigation standards and best practice principles. • Accurate records and reports are prepared in relation to investigations conducted. • Implementation of changes or demonstration of improved practices by service areas following quality and compliance advice; feedback indicates value of support provided.
Prepare written reports which accurately outline audit findings, assess materiality as it relates to corporate risk appetite, and includes viable recommendations for improvement and remedial action.	
Monitor the completion of actions and remediation from internal audit activities within agreed timeframes (including the escalation of overdue or at risk items as required).	
Conduct ad-hoc investigations of Mercy Connect service delivery.	
Contribute to service improvement by advising on practical solutions arising from audit outcomes and supporting teams to embed changes.	

Role Priority 2:	Contribute to the delivery and execution of efficient and effective risk and compliance activities to ensure compliance 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 licencing requirements.	<ul style="list-style-type: none"> • Knowledge of quality processes, regulatory certification and other licencing requirements is maintained. • Successful completion of certification self-assessments. • Policy framework implemented and maintained. • NDS Quality Portal data is monitored, and progress reports completed. • Relevant risk, audit or compliance registers remain accurate and up to date. • Continuous improvement processes are maintained and encouraged. • Monthly reporting tasks are completed as required. • Managers receive required reports within agreed timeframes.
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.	
Perform administrative aspects across the compliance function, including upkeep of registers, systems, management of information and records, and the development of relevant forms.	
Support the implementation of best practice initiatives and governance arrangements supporting policy and procedure development and influencing learning and development initiatives.	
Enable managers to make informed risk and compliance decisions by providing relevant data and accurate reports (e.g., incidents, risks and participant documentation).	

<p>Role Priority 3: Champion positive risk and compliance outcomes to ensure the successful delivery of business objectives and drive a culture of continuous improvement.</p>	
Behavioural Guidelines	Evidence (KPI)
Develop and maintain effective relationships with Mercy Connect staff to foster compliance with key policies and procedures.	<ul style="list-style-type: none"> • Positive relationships with Mercy Connect staff resulting in increased awareness of compliance and best practice requirements. • Staff participate in the development of the program and service delivery and the sharing of ideas and processes which improves performance. • Mercy Connect is professionally and credibly represented and manager and colleagues are informed of forum outcomes • Quality and Risk Manager is aware of any situations which may impact the organisation ahead of time • Change initiatives are communicated to all stakeholders in a clear, transparent and timely manner • Impacts of change are well considered and translated effectively to business and operational requirements.
Actively promote an open exchange of ideas and process improvements, and support stakeholders in business change initiatives.	
Assist in developing effective external relationships by representing Mercy Connect at relevant forums and share relevant information.	
Contribute to the effectiveness of the Quality and Risk team by providing advice, training, assistance and support of key department processes and activities.	
Assist the Quality and Risk Manager in processes and activities as requested.	
Identify the operational and strategic impacts of business process or regulatory change.	
Ensure stakeholders are informed of any internal or external activities which may impact organisation processes and delivery of business and strategic objectives.	

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: