



POSITION DESCRIPTION

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|------------------------|--------------------------------|
| Position Title: | Compliance Improvement Officer |
| Department: | Labour Hire Services |

ORGANISATIONAL INFORMATION

MADEC, a not for profit organisation, is a provider of Employment Services, Education and Training, Labour Hire and Harvest Labour services across multiple states. With over 40 years of history, MADEC aims to deliver service excellence in the four pillars of its business operation.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients.

PRIMARY PURPOSE OF ROLE

Establish, review and monitor the LH Department's compliance with regulatory and contractual obligations, and internal policies, by developing a system of controls and tools.

| Direct Reports to this Role | Total Number of Reports |
|-----------------------------|-------------------------|
| <i>Nil</i> | <i>Nil</i> |

Key Relationships

| | |
|-----------------|---|
| Internal | Manager, Harvest and Labour Hire Services Functional Manager – Quality and WHS Manager |
| External | Host employers Labour Hire employees Funding bodies and Government agencies |

KEY RESPONSIBILITIES / DUTIES

Develop compliance framework relevant to business model (including related procedures, forms, checklists) against the Deed, program guidelines, regulations (including WHS) and licencing requirements.

Maintenance and development of templates and checklists.

Review and maintain Policy and Procedures in line with operational development with particular emphasis on compliance, governance and risk management.

Develop and implement audit schedule, including audit against recruitment schedule and other key deliverables, including WHS; and follow up outcomes from these audits

Conduct desktop and on-site audits and implement continuous improvement.

Maintenance of registers required under licence, Deed and contractual obligations.

Assess service, compliance, or operational risks and develop risk management strategies.

Building relationships and working closely with key stakeholders.

Monitor and report on complaints related to Labour Hire business

Monthly reporting to Manager on compliance, Labour Hire licencing and contract requirements and other related matters.

Implement awareness and education of compliance requirements.

Develop document management policies and procedures, including document templates.

Corporate responsibilities

Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.

Participate fully in staff appraisal and professional development review processes.

Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.

Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.

Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.

Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

Qualifications and Experience:

| | Essential | Desirable |
|-----------------------|--|--|
| Qualifications | | Certificate in WHS/Quality or related discipline |
| Experience: | <p>Previous experience in a quality assurance, auditing or process improvement role.</p> <p>Demonstrated experience in administrative role requiring high attention to detail.</p> | |
| Skills: | <p>Competence in all Microsoft Office suite of programs</p> <p>Knowledge of ISO 9001 Quality Management Systems.</p> <p>The ability to work autonomously at times, be decisive, make commercial decisions and influence key stakeholders</p> <p>Sound judgement with the ability to build effective stakeholder relationships</p> <p>Business Partnering philosophy</p> <p>Designing complex documents, databases and spreadsheets.</p> <p>Ability to proofread and edit documents.</p> <p>Being resilient, able to work under pressure and possessing the ability to think through situations and present solutions.</p> <p>Dedicated to task completion and the application of professional support skills, well organised, self-motivated and able to use their own initiative.</p> <p>Ability to coordinate daily tasks around unplanned activities that become priority.</p> <p>Well-developed interpersonal, oral and written communication skills</p> <p>Willingness and capacity to learn on a continuous basis.</p> | |

| Competencies | <i>All employees must:</i> |
|---------------------|--|
| Adaptable | <p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.</p> |
| Accountability | <p>Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.</p> |
| Communication | <p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p> |
| Customer focus | <p>Ensure our internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</p> |
| Integrity | <p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p> |
| Team Work | <p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p> |

Accountability

We do what we say we will do and are responsible for our actions.

Authenticity

We remain true to our core purpose. We are honest, trustworthy and transparent.

Courageousness

We act ethically and stand up for what is right, just and fair.

Passion

We believe in what we do and will not waver in our commitment to achieving expected outcomes.

Inclusiveness

Everyone matters, we are “all” community.

Excellence

We are committed to continuous improvement in all we do.

Position Description reviewed by:

| | | | | | |
|----------------|-----|--------|-----|-------|-----|
| Employee Name: | [] | Title: | [] | Date: | / / |
|----------------|-----|--------|-----|-------|-----|

Employee acknowledgement of Position Description:

| | | | | | |
|----------------|-----|------------|-----|-------|-----|
| Employee Name: | [] | Signature: | [] | Date: | / / |
|----------------|-----|------------|-----|-------|-----|

Please provide copy of Position Description to employee.
Employee to sign and return to Human Resources.