

Role Description

OFFICIAL

ASO6 Senior Compliance Officer



Government of
South Australia



human
services

Role title:	Classification:
Senior Compliance Officer	ASO6
Division/Business unit:	Reports to:
DHS Disability Services/Quality & Service Operations	Quality Manager

Role purpose:

The *Senior Compliance Officer* is a role within *DHS Disability Services* and is accountable to the *Quality Manager* for:

- Undertaking the role of an Authorised Program Officer within DHS Disability Services under the South Australian Restrictive Practices authorisation scheme.
- Authorised Program Officer will:
 - Have the power to authorise Level 1 restrictive practices for clients and may endorse the use of Level 2 restrictive practices for the Senior Authorising Officer's authorisation.
 - Monitor, analyse and review data of authorisations and provide reporting to management.
 - Access and report accurate data into the South Australian Restrictive Practices ICT System (RPS).
 - Provide advice, information, and training to staff within DHS Disability Services regarding implementation of the restrictive practice authorisation scheme.
- Maintaining competency in all compliance requirements related to responsibilities.
- Fostering a culture of quality and safety to embed practice principles within DHS Disability Services.
- Monitoring and evaluating quality and safeguarding systems, practices, procedures, and prevention initiatives as part of the continuous improvement cycle.

Key outcomes and accountabilities:

1. Implementing requirements of the Disability Inclusion (Restrictive Practices – NDIS) Amendment Act 2021
2. Implementing requirements of the NDIS Quality and Safeguards Commission for Restrictive Practice and other practice and quality standards as directed.
3. Implementing requirements of the DHS Quality and Safeguarding Framework.
4. Providing advice, information, and training to DHS staff in relation to the Restrictive Practices and the Restrictive Practices Authorisation Scheme.
5. Identifying risk and non-compliance issues that may have a significant impact on Disability Services and DHS and provide timely assistance to address such risks in collaboration with the designated area.
6. Maintaining accurate records and files in line with departmental, legislative and Commission requirements.
7. Provide leadership and direction to the Compliance Officer's and Compliance Support Officer on a daily basis.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- The service is provided in home and community settings, requiring flexibility for some out of hours work.
- Incumbent must be vaccinated against COVID-19 with a Therapeutic Goods Administration (TGA) approved vaccine and provide proof of vaccination status prior to being appointed to the role. You must promptly receive any further COVID-19 vaccination(s) or booster vaccination(s) approved by the TGA which are available to you to access.

Key Relationships/Interactions:

- Quality Manager (direct line manager)
- Manager Quality & Service Operations
- DHS Restrictive Practices, Community Investment and Support Team
- Compliance Officer (direct report)
- Compliance Support Officer (direct report)
- South Australian Civil and Administrative Tribunal
- Senior Specialist Behaviour Support Practitioner
- Specialist Behaviour Support Practitioners
- Disability Services operational staff
- Clients, their families, and guardians

Budget/Delegations:

Level 5 Human Resource Delegation

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

Role specific capabilities: *(Skills, experience, knowledge, attributes)*

1. **Quality Experience and Knowledge** – utilise experience and demonstrate knowledge in quality to identify risks and formulate solutions to improve outcomes.
2. **Legislative Knowledge Base** – demonstrate knowledge and ability to understand, interpret and apply legislation, policies, procedures and guidelines, exercise political nous and confidentiality as appropriate.
3. **Develop Solutions** – analyse problems and formulate solutions based on the practical interpretation of policies, procedures and relevant standards and legislation.
4. **Specialist Knowledge Base** – demonstrate knowledge of people living with disability and current best practice principles, in particular to people who are engaging in behaviours of concern, including those who are subject to restrictive practices. Experience and knowledge in the planning, development, implementation, evaluation, and monitoring of behaviour interventions and supports including restrictive practices.
5. **Positive Behaviour Support** – expert knowledge in Specialist Behaviour Support and restrictive practices in line with the NDIS Quality and Safeguards Commission.
6. **Relationships and Networks** – establish and maintain effective relationships and networks with internal and external stakeholders.
7. **Disability Awareness** – demonstrate an in-depth understanding of the nature of disability and the impact for individuals, families and society.

Qualifications:

Essential: Tertiary qualifications relevant to the functions of an Authorised Program Officer as outlined in the Disability Inclusion (Restrictive Practices-NDIS) Regulations 2021 (such as allied health, nursing, education, or a disability specific or behaviour specific discipline).

Desirable: Nil.

Key leadership competencies and expected behaviours at this classification:
Supports and implements strategic direction

- ☒ Understands the big picture and contributes to the development of strategic direction for the BU.
- ☐ Assumes ownership of team goals and business objectives.
- ☐ Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- ☒ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- ☒ Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- ☒ Delivers results and improvements to meet team objectives.
- ☒ Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- ☐ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- ☒ Abides by the laws, regulations and policies determining team and individual role activities.
- ☒ Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- ☐ Monitors team/project performance and seeks feedback to guide improvements.
- ☒ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- ☐ Adds value to the BU by setting, reaching and encouraging high performance standards.
- ☒ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- ☐ Provides others with ongoing feedback and coaching for development.
- ☒ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- ☒ Embeds a strong customer service ethos by understanding needs.
- ☐ Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- ☐ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- ☐ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- ☒ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- ☐ Engages in strategic relationships with internal and external stakeholders.
- ☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- ☐ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- ☒ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- ☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- ☒ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- ☐ Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- ☒ Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:

Assessed by: Andrew Beckmann, HR Business Partner		Date: 7 March 2023
Approved by: Julie Rogers, Director Quality & Clinical Services		Date: 9 March 2023