

**Position Description**

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| Position Title | Policy and Compliance Coordinator |
| Location | Pitt St, Sydney |
| Service | Organisational Services |
| Reports To | Organisational Services Manager |
| Hours | 24hrs per week |
| Status of Role | [x] Part-time [ ] Full-time |
| Award | [x] Social, Community, Home Care and Disability Services (SCHCADS) Award[ ] Other:  |
| Award Level | Level 5 |

**About DVSM**

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| Domestic Violence NSW Service Management (DVSM) is a registered charity (ABN: 26-165-400-635) which aims to prevent and support recovery from domestic and family violence and homelessness. DVSM also provides professional services to the community services sector and client service delivery.**Our vision** is a world where women, families and communities live free from violence, have equal rights, opportunities, and the freedom to reach their potential.**Our purpose**: Building individual and community safety and wellbeing.Our Values: A key part of working in this role is to demonstrate our values in day-to-day work. These values are:

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| **Client centric** | **Excellence** | **Respect** | **Integrity** |
| We listen and embrace diversity to support our clients to achieve their self-defined goals. | We exceed expectations with our professionalism and evidence based products, programs and services. | We remain open minded and non-judgmental. | We are ethical, transparent and accountable. |
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| **About DVSM Client Services** **Wilcannia Safe House (WSH)**Wilcannia Safe House (WSH) supports people who are experiencing domestic and family violence and/or experiencing or at risk of homelessness. The service operates in Wilcannia and has these priority target groups:* Young People between 16 and 25
* Women over 25
* Families with children including those escaping domestic and family violence
* Aboriginal clients

Wilcannia Safe House provides crisis accommodation at the safe house, and supports clients in transitional properties and provides outreach support.Moving Out Moving On (MOMO)Moving Out Moving On (MOMO) supports women with or without children in the City of Sydney who have/are experiencing Domestic and Family Violence (DFV) and who are homeless or at risk of homelessness.MOMO is a mobile service which is located in different areas across the inner city of Sydney providing mobile outreach support.Refuge Outreach Action Response (ROAR)Refuge Outreach Action Response (ROAR) supports people who are experiencing domestic and family violence and/or experiencing or at risk of homelessness. The service operates in Blacktown and Hills area and has these priority target groups:* Women with children who are escaping or experiencing domestic and/or family violence
* Women with children who are leaving institutions
* Fathers with accompanying children
* Other family groups

ROAR provides crisis accommodation at the refuge, and supports clients in transitional properties and provides mobile outreach support.Domestic Violence After Hours Service (DVAHS)Domestic Violence After Hours Service (DVAHS) provides a 24/7 response for women, and women with accompanying children who are experiencing escaping domestic and family violence **About DVSM Shared Services****Organisational Services Team**The Organisational Services Team provide cross-organisational infrastructure and supports relating to Finance, Human Resources, Policy and Compliance, Projects and Business Supports.**Sightlines Professional Services**DVSM provides professional services (Sightlines) to build capacity and share learning about Domestic and Family Violence within the Community Services sector and more broadly with the wider ecosystem of corporations, organisations, institutions, online and local communities.Sightlines works in a way that involves actively listening to people and communities with lived experience of Domestic and Family Violence and draws on practice-based evidence and evidence-based practice to improve social and service responses to violence. |

**About the Position**

# Purpose of Position

The Policy and Compliance Coordinator will lead the development and implementation of an informed policy framework and drive organisation-wide compliance and improvement initiatives. The primary purpose of the position is to initiate and undertake research; manage consultation and business engagement; develop and implement key policies and procedures; and through evaluation activities, monitor compliance across DVSM.

The Coordinator supports and contributes to the organisations processes and culture, enabling continuous quality improvements and the achievement of DVSMs vision, purpose and strategy.

# Key Accountabilities

## Leading research and analysis to support the development, implementation and maintenance of DVSM policy framework and compliance requirements, ensuring these comply with relevant industry, regulatory and legislative requirements

## Engage and consult with key stakeholders to identify needs, emerging issues and developing solutions that support sound policy decisions, processes and approaches

## Coordination and fulfilment of compliance and continuous improvement function by ensuring adequate monitoring, analysis and remediation activities are achieved

## Consistently driving quality improvement culture and practices organisation wide

## Contribution and involvement in capacity building across DVSM Services to maintain a robust Quality Assurance System in line with funding, services and regulatory requirements

# Fulfil duties in the relevant Duties Matrix

## Work in alignment with DVSM values and principles

## Perform at the relevant level in the CS Capability Framework

## Adhere to DVSMs Policies and Procedures

## Undertake other duties within the scope of this role, as reasonably directed.

# SELECTION CRITERIA

## Essential Criteria

## Tertiary qualification in relevant discipline, with minimum 3 years policy, compliance and/or assurance experience including developing, analysing and maintaining sound policy framework, researching legislative and industry requirements, and implementing quality management system activities.

## Proven high level ability to critically problem solve, analyse and evaluate complex information, qualitative and quantitative data, from a range of sources and subject matter experts

## Practical understanding of community services sector funding, legislative and industry requirements

## Exceptional oral and written communication skills, particularly in writing policy and related documents, reports and any other relevant documents accurately and in timely manner

## Demonstrated ability to self-direct, plan and prioritise workload and work within a team environment

## Excellent interpersonal and relationship management, with proven ability to collaborate effectively with internal and external stakeholders

## Advanced computer literacy skills, in particular Office, SharePoint and MS Visio.

A successful Working with Children Check (WWCC) and Federal Police Check is required to be employed with DVSM.

## Desirable Criteria

## Working experience within non-for-profit or community services sector, with focus on domestic and family violence, highly regarded

People who identify as Aboriginal and/or Torres Strait Islander are strongly encouraged to apply.