

## Position Description

<b>Position title</b>	Compliance Officer	<b>Division/Business Unit</b>	Learning and Development
<b>Location of role</b>	Lilyfield	<b>Direct reports</b>	0
<b>Reports to</b>	Manager, LD	<b>Industrial instrument</b>	SCHADS Award
<b>Employment Status</b>	Full time, 5 days per week	<b>Award</b>	
<b>Date prepared</b>		<b>3/08/2023</b>	

### About Mental Health Coordinating Council

Mental Health Coordinating Council is the peak body for mental health community-based organisations across New South Wales. MHCC champions community-based, non-government organisations who work to support better outcomes for people living with mental health conditions. Together with our members, **we make a positive difference** in the mental health sector by driving reform, sustainability and system improvements.

#### Our Vision

People living with mental health conditions are supported to live meaningful lives in the communities of their choice.

#### Our Purpose

To promote mental health and wellbeing in NSW by championing a strong community mental health sector through leadership, advocacy and support.

#### Our Values

Integrity. Collaboration. Leadership. Impact

### About the Role

The LD Compliance Officer is responsible for maintaining MHCC Learning and Development (LD) status as a registered training organisation (RTO) and ensuring measures are in place for ongoing compliance of the RTO and associated funding contracts including Smart and Skilled contracts. The position requires a self-motivated person with a high level of attention to detail, a strong desire to be part of a dynamic and innovative team and a commitment to implement and uphold MHCC's ethos. This person must be able to operate and cooperate effectively with others, take initiative and adjust to changes.

## Key Responsibilities -

### RTO Responsibilities

- Interpret and imbed RTO, State Training Services and other funding body requirements into Learning and Development policies and procedures in consultation with the LD Manager to ensure compliance
- Support LD staff to understand and maintain RTO compliance in their work
- Conduct annual internal audits and spot checks across the RTO to ensure compliance requirements are maintained and recommendations are followed up and implemented, including identification and management of risk
- Coordinate the preparation for external audits for ASQA, State Training Services and other funders and facilitate audits from MHCC's end
- In collaboration with the LD Manager and relevant others, prepare for the RTO re-registration when required
- Ensure MHCC LD scope of registration on relevant websites remains accurate at all times
- Collect, collate, analyse, trend and report on relevant data from learners, employers and trainers as required by ASQA, relevant funding bodies, stakeholders and LD
- Maintain up-to-date knowledge of changes to relevant national training packages and liaise with relevant staff regarding implementation
- Develop and oversee all quality assurance requirements for MHCC LD including publications and promotional materials to ensure all compliance requirements are met
- Ensure RTO documentation is maintained and archived in accordance with ASQA Standards
- In consultation with relevant staff, develop, implement, maintain and analyse a Continuous Improvement (CI) Framework including a CI Register for MHCC LD and facilitate regular CI meetings (this may be incorporated into the broader MHCC framework)
- Contribute significantly to the development of policy, procedures, systems, guidelines and performance standards for training and development within LD, to ensure compliance with the RTO Standards, and meet internal and industry standards with relevant other staff
- Ensure all existing and new MHCC LD documentation and materials are maintained at the highest possible standard in line with relevant policies and procedures including version control requirements.

### Smart and Skilled

- Maintain current understanding of requirements to maintain and grow MHCCs potential for Smart and Skilled funding to enable MHCC to offer subsidised training to our stakeholders
- In consultation with LD Manager, complete and submit applications for Smart and Skilled funding
- Implement and maintain a system for tracking MHCCs Smart and Skilled funding cap and ensure claims are processed in a timely manner and payment is received
- Work with MHCC LD to maximise uptake of MHCC allocated Smart and Skilled funding
- Ensure all data meets Smart and Skilled contract requirements

### General:

- Provide assistance to other MHCC staff in systems, evaluation and continuous improvement
- Attend professional development and other opportunities to maintain VET currency and knowledge
- Attend / participate in relevant meetings, industry forums and in-house supervision as required
- Understand the aims and objectives of MHCC
- Promote the profile MHCC and LD in a positive light at all times to the sector and other relevant parties
- Work collaboratively with other team members
- Provide a client-friendly service that caters for, and delivers on, industry needs and ensures the delivery of quality customer service and products

- Abide by the MHCC Policy and Procedures Manual and workplace requirements including the Code of Conduct
- Ensure the practice of Workplace Health and Safety Standards are maintained by staff and self
- Ensure compliance with all Commonwealth and State legislative requirements governing MHCC activities (including but not limited to EEO, Anti-discrimination, WHS, VET)
- Participate in an annual performance appraisal
- Seek formal supervision if required
- Use equipment provided in a professional manner
- Other duties as directed by the CEO, Administration Manager, and LD Manager

### Key Measures of Success -

- Ensure activities performed are within the legislative, regulatory and compliance framework required from RTOs
- Maintain a working knowledge of traineeships and government funded training programs
- Accurate record keeping, eg retaining, archiving and disposal of records
- Provide support to MHCC's LD team with a high level of confidentiality and professionalism

### Education/Qualifications/Skills

<b>Formal education</b>			
<b>Job specific skills, knowledge and abilities</b>	<ul style="list-style-type: none"> <li>• Administration experience – attention to detail, high level of accuracy, organised, systematic, proficient in MS office and other platforms to support students and records.</li> <li>• Enthusiasm to provide superior student support service with strong interpersonal and communication skills</li> <li>• Understanding of the community sector including the complex challenges faced by people with mental health condition and other disabilities</li> <li>• Capacity and willingness to develop knowledge and understanding of the vocational education and training system</li> <li>• Knowledge and experience in maintaining a student management system and ability to learn new systems</li> <li>• Ability to organise own workflow and make independent decisions relating to own work area and to team goals</li> <li>• Ability to prioritise and work on multiple, tight and conflicting deadlines</li> <li>• Effective research, analysis and data presentation/report skills</li> <li>• Current driver licence</li> <li>• High attention to detail</li> <li>• High level skills in Microsoft Office software applications</li> <li>• Adobe skills desirable</li> <li>• Good communication skills</li> <li>• Excellent planning skills</li> <li>• Full Australian work rights</li> </ul>		
<b>Desirable experience</b>	Not-for-profit experience or knowledge, RTO experience.		
<b>Mandatory checks</b>	<input type="checkbox"/> Working with Children Check	<input type="checkbox"/> Police Clearance	
<b>Other</b>	<input type="checkbox"/> First Aid	<input checked="" type="checkbox"/> Other (specify)	<input type="checkbox"/> 'Up to date' with Vaccination