





## Risk Manager

Department:	Business Services
Location:	Cairns, Townsville, or Mackay
Position type:	Full-time
Classification:	Level 8
Reports to:	Executive Director Business Services
Direct reports:	Nil

## Our values

	Values statements	Core commitments
 Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together.  <b>'We work together'</b>	I will work co-operatively across teams to achieve outcomes.  I will connect with others to build trusting relationships.  I will share ideas, knowledge, and resources.
 Leadership	We are empowered, inspired, and will step up to create a better future.  <b>'We are all leaders'</b>	I will role-model positive behaviours.  I will create opportunities to have a positive impact.  I will take responsibility for contributing to NQPHN's culture and success.
 Integrity	We hold ourselves to the highest standards of ethics and professionalism.  <b>'We do the right thing'</b>	I will be consistently ethical and trustworthy.  I will display high levels of professionalism at all times.  I will represent NQPHN with pride.
 Accountability	We own our actions, follow through on our promises, and live our values.  <b>'We do what we say'</b>	I will follow through on my commitments.  I will take ownership of my work and performance.  I will be transparent and forthcoming with information.
 Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity.  <b>'We are considerate'</b>	I will actively seek out and value different perspectives.  I will treat all people with appreciation, dignity, and courtesy.  I will be culturally informed and sensitive.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.





## Role summary

The Risk Manager is responsible for supporting a positive quality improvement culture, underpinned by effective Quality and Risk Management Frameworks. The position is the key point of contact and provides knowledge and support to the various committees within scope of this role. The position leads, advises, and monitors accreditation cycles and processes, quality improvement initiatives, risk management and workplace health and safety, process and system development, and protocols and guidelines across Northern Queensland Primary Health Network (NQPHN).

## Key responsibilities

### Role-specific

- Manage NQPHN's Quality Management System.
- Develop, implement, and embed the Risk Management Framework, Quality Assurance Framework, and Workplace Health and Safety policies and procedures.
- Coordinate risk management reporting processes and registers.
- Regularly review and update the Enterprise Risk Register to ensure NQPHN's Executive Team, Board, and Committees are aware of all significant risks and that the risk profile, mitigating actions and timelines are appropriate and achievable.
- Work collaboratively with the Executive Team and Risk Owners to ensure the Enterprise Risk Register is updated in a timely manner.
- Coordinate and lead the ISO accreditation requirements and annual audit.
- Coordinate ongoing quality assurance activities such as policy and procedure reviews, management reviews, internal reviews/audits (in collaboration with the Compliance and Procurement Manager), and other assurance activities as required.
- Promote the workplace health and safety policies and procedures and review the workplace health and safety management plan and action accordingly.
- Perform safety/quality surveillance through observations, inspections, and audits.
- If an accident occurs, investigate unsafe working conditions/practices, identify possible causes, make recommendations, and record the incident.
- Regularly review and update the incidents register, ensuring that appropriate information is captured such as the incident/event, time, place, actions taken, and follow up procedures.
- Prepare regular safety and quality reports as required.

### Organisation-wide

- Committed to "One PHN" and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.
- Ensure "best practice" processes across all areas of responsibilities.
- Comply with the organisation's policies and procedures.
- Ensure the safety of yourself and others in line with the organisation's Workplace Health and Safety policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

## Key selection criteria

- Relevant tertiary qualification in business/commerce or legal preferred and/or at least five years' experience in a similar role.
- Demonstrated ability to effectively consult, negotiate, influence, and work collaboratively with a broad range of stakeholders to achieve constant improvement in effectiveness and efficiency.
- Sound knowledge of risk management principles and related practices and procedures.
- Well-developed communication skills both written and verbal, including sound experience in the preparation of reports, briefs, Excel spreadsheets and educational materials, with a high attention to detail.
- Demonstrated ability to achieve results in an environment of ongoing organisational change, to ensure the delivery of high-quality outcomes.
- Knowledge and experience of working within management systems such as Quality and Accreditation, Corporate/Clinical Governance systems, reporting, and operational risk management frameworks.
- Knowledge of Microsoft SharePoint software is preferred but not essential.

## Other requirements

- Current Drivers Licence.
- Provide a National Police Check less than three months old.
- Be able to meet the requirements of a Working with Children (Blue Card) Qld (if required).

## Capability Framework

NQPHN has a Capability Framework in place. This role has the following core competencies and expected levels.

Core competency	Skilled
Teamwork and team leadership	<ul style="list-style-type: none"><li>• Assumes accountability for work delegated to others (peers, team members, experts, etc.).</li><li>• Works with teams with complementary skills/expertise.</li><li>• Encourages people with opposing viewpoints to express their concerns.</li><li>• Resolves conflict among team members sensitively and fairly.</li><li>• Helps others learn from experience and development initiatives. Recommends readings, trainings, and other resources.</li><li>• Continually acquires and applies new knowledge and learning to improve job performance.</li><li>• Provides constructive feedback to others.</li></ul>
Resource management	<ul style="list-style-type: none"><li>• Allocates and controls resources within own area of responsibility/ scope of assignment.</li></ul>

Core competency	Skilled
	<ul style="list-style-type: none"> <li>• Identifies needs for resources to effectively support current initiatives, services, and offerings.</li> <li>• Manages assignments' delivery processes and deadlines.</li> </ul>
Flexibility and continuous improvement	<ul style="list-style-type: none"> <li>• Seeks best practices inside and outside the Organisation to anticipate change.</li> <li>• Stays open-minded and encourages others to bring new perspectives.</li> <li>• Stays aware of the Organisational objectives and monitors current developments and trends that may affect implementation of organisational direction, programmes, or plans.</li> <li>• Helps others understand the strategic goals of the Organisation and how their work relates to these.</li> </ul>
Stakeholder engagement and communications	<ul style="list-style-type: none"> <li>• Writes on complex and highly specialised issues.</li> <li>• Conveys critical nuances and qualifiers to facilitate complete understanding of the material.</li> <li>• Evaluates current networks for effectiveness and relevance to achieving strategic objectives within own area.</li> <li>• Identifies and creates opportunities to initiate new connections that will facilitate the achievement of strategic goals within own area.</li> </ul>
Quality management	<ul style="list-style-type: none"> <li>• Understands quality managements systems, and their impact on organisational governance, as well as basic tenets of ISO90000.</li> <li>• Assists in the evaluation and monitoring of quality management systems.</li> <li>• Ensures staff are utilising quality management systems.</li> <li>• Collates and provides feedback to senior management on utility of quality management systems.</li> </ul>
Strategic thinking and innovation	<ul style="list-style-type: none"> <li>• Clearly communicates and operationalises the strategic vision.</li> <li>• Able to engage with the Organisation as a whole and influence strategic decisions.</li> <li>• Leads team's strategic thinking.</li> <li>• Takes a long-term, evidence-based approach to decision making, and considers all consequences before acting.</li> <li>• Encourages creativity and innovation through continuous improvement.</li> <li>• Inspires others to contribute to strategic goals.</li> </ul>
Governance and risk	<ul style="list-style-type: none"> <li>• Communicates governance requirements clearly to ensure compliance.</li> <li>• Seeks and applies benchmarking/best practices to improvement strategy development or application.</li> </ul>

Core competency	Skilled
	<ul style="list-style-type: none"> <li>• Has a comprehensive understanding of the legal governance surrounding the engagement with public and service users and operates effectively within such parameters.</li> <li>• Models risk management.</li> <li>• Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety.</li> <li>• Ensures a safe workplace.</li> </ul>
Project and program management	<ul style="list-style-type: none"> <li>• Develops effective project plans and cost schedules.</li> <li>• Applies effective project controls to deliver complex projects or get project back on track.</li> <li>• Ensures full visibility of project's financial performance.</li> <li>• Applies best practice program management experience.</li> <li>• Provides expert advice and facilitation on program tracking/reporting/assurance/quality control, information management, financial accounting, risk/issue tracking, change control, and knowledge management/learning structured in ways that best meet program objectives.</li> <li>• Ensures appropriate program management information exchange occurs.</li> <li>• Takes responsibility for the work of others and allocation of resources.</li> <li>• Provides complete planning service utilising other resources.</li> <li>• Develops project strategies and optimises project execution within constraints of time and money.</li> <li>• Able to handle multiple projects with substantial personal autonomy.</li> </ul>
Commissioning	<ul style="list-style-type: none"> <li>• Ensures PHN activities and policy in relation to activities are in line with the Commissioning Framework.</li> <li>• Has responsibility for monitoring procurement and contract activities to align with the Commissioning Framework.</li> <li>• Promotes the principles of the Commissioning Framework.</li> <li>• Implements effective Commissioning activities to monitor provider supplier, and contractor performance against the Commissioning Framework, including deliverables and outcomes.</li> <li>• Represent the Organisation in the resolution of complex/sensitive disputes with providers, suppliers, and contractors.</li> </ul>

*This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.*