

AVI Position Description

POSITION TITLE: Compliance Coordinator <i>Max Term to 30 June 2022</i>	CLASSIFICATION: AVI Band 3 Full time or 0.8 FTE Part Time	PROGRAM: AVI Corporate Services	DATE: July 2020
LOCATION: Melbourne	REPORTS TO: CFO, AVI Board Governance Committee, and Quality & Safety Committee	POSITIONS REPORTING TO THIS ONE: None	
ORGANISATION <p>For 69 years, AVI has been a leader in people to people development by building capacity in people and organisations to achieve their own development goals through sharing skills and knowledge based on culturally appropriate relationships of mutual respect and trust.</p> <p>As an international development not-for-profit with 140 staff, AVI has offices in Melbourne 20 countries supporting students, volunteers and mentors in 28 developing countries.</p> <p>AVI is also a managing contractor for DFAT with \$195m under management, predominantly under the Australian Volunteers Program.</p>			
KEY OBJECTIVE: <p>Reporting to the CFO and an integral member of the Corporate Services Team, this role will have oversight of policies, procedure and compliance practices at an organisational level rather than within individual programs.</p> <p>The key objective of this role is to ensure AVI meets applicable laws and regulations, including in the 26 countries it currently works in, ensures contractual compliance, maintains accreditation with ACFID, gains accreditation with DFAT, maintains and adheres to strong and up to date policies and procedures, including safeguarding, and responds effectively to complaints.</p>			
RELATIONSHIPS AND INTERACTIONS: Internal <ul style="list-style-type: none"> • CFO • Board Governance Committee • Board Quality and Safety Committee • AVI Corporate Services (People and Culture, Finance, IT) • AVP Compliance & Procurement Manager External <ul style="list-style-type: none"> • ACFID • DFAT • International governments / compliance authorities • Consultants • Complainants 		PHYSICAL DIMENSIONS: This role requires the ability to: <ul style="list-style-type: none"> • Sit or stand for long periods, as well as regular bending, crouching and reaching. • Use an appropriate lifting technique to manually handle office files and items. • Operate a computer accommodating reasonable adjustments. • React to a display (computer screen) throughout the workday. • Use a telephone within reasonable adjustments (including use of headset). 	

<p>DECISION MAKING: This role works under the direction of the CFO and in consultation with the AVI Board Governance committee and Quality & Safety Committee and will gather information, conduct research, tasks, and activities requiring the use of acquired skills and knowledge in a specialised field. This role will perform duties consistent with defined scope of work set by AVI, with limited scope to work outside these parameters and make decisions without consultation with the direct Manager and committees.</p>		<p>POSITION DIMENSIONS: N/A</p>
<p>VALUES: We expect all our employees demonstrate the ability to uphold AVI Values through behaviour, leadership, and projects. Our Values are: Equity and Social Justice Diversity and Inclusion Integrity Partnership Solidarity Respect</p>		
<p>KNOWLEDGE AND EXPERIENCE REQUIREMENTS <i>Knowledge and demonstrated experience in:</i></p> <ul style="list-style-type: none"> • Understanding of quality accreditation requirements and three to five years' experience in managing quality/compliance systems within the services sector. • Demonstrated experience in the development of organisational policies and procedures. • Experience in complaint handling, including conducting investigations • Ability to maintain positive stakeholder relationships and work collaboratively with AVI and external stakeholders, requiring high levels of verbal and written communication. • Well-developed project management experience (three to five years minimum) including ability to deliver results within high pressure environments • Ability to understand and respond to expectations and needs • Planning and Strong attention to detail • Ability to work cross culturally and with international compliance authorities <p><i>Qualifications:</i></p> <ul style="list-style-type: none"> • Tertiary qualifications and/or equivalent experience in compliance or relevant field 		
ACCOUNTABILITIES		
KEY RESULT AREA	KEY ACTIVITIES	
Policies and procedures	<ul style="list-style-type: none"> • Coordinate AVI's system of policies and procedures, including overseeing the policy register • Support the development, implementation and maintenance of organisational policies, procedures and manuals in collaboration with the policy owners • Ensure appropriate staff awareness and training of organisational policies and procedures across AVI 	
Accreditation	<ul style="list-style-type: none"> • Coordinate AVI's accreditations with ACFID • Coordinate AVI's application and subsequent accreditation with DFAT 	

<p>Complaints</p>	<ul style="list-style-type: none"> • Gather, collate and coordinate responses in relation to complaints including support to functional heads and/or independent parties in investigations • Maintain the complaints register and prepare reports (to various internal and external stakeholders) including recommendations for service improvement • Implement recommendations relating to the organisation quality improvement and/or support or advice specific program areas to do the same
<p>Contracts</p>	<ul style="list-style-type: none"> • Support the CFO to review AVI's compliance with the AVPSS contract and oversee the actions arising, in collaboration with the AVP Compliance & Procurement Manager
<p>Safeguarding</p>	<ul style="list-style-type: none"> • With the Manager-People & Culture, monitor AVI's safeguarding action plan, in particular the prevention of sexual exploitation, abuse and harassment • Support the development and maintenance safeguarding related policies and processes in conjunction with the relevant policy owner or subject matter expert
<p>WHS</p>	<ul style="list-style-type: none"> • In collaboration with Manager, People & Culture, identify and coordinate measures to prevent, mitigate and reduce the risks of worker safety • Ensure staff record incidents and near misses are recorded in ELMO and reported on an accurate and timely basis, including trend and root cause analysis (where relevant)
<p>Reporting</p>	<ul style="list-style-type: none"> • Oversee AVI's Policy Register and support the policy owners in ensuring polices are up to date • Support the AVI EA in ensuring polices are submitted to AVI Board and Committees as required for approval • Prepare reports for CFO and other stakeholders were required
<p>Representation</p>	<ul style="list-style-type: none"> • At all times, represent AVI in Australia and overseas in accordance with AVI's values and in a professional and respectful manner. • Build and maintain effective relationships across AVI and with the AVI Board Committee members
<p>Team Work</p>	<ul style="list-style-type: none"> • Develop and maintain proactive and productive working relationships with both internal and external stakeholders • Communicate information as appropriate with relevant team members and to ensure they have up-to-date information • Participate in team activities and meetings demonstrating respect and consideration for individual experience and expertise. • Engage in continuous learning and contribute positively to a collaborative and respectful working environment aligned with the culture and values of AVI • Mutually respectful and collaborative working relationships within and between teams • Feedback from stakeholders

ADDITIONAL REQUIRMENTS:

- In addition to the above, any and all other duties and responsibilities are to be performed as required and consistent with this role
- This role may require some work outside of regular hours
- A Background and Security check will be performed as a requirement of this role
- An offer of employment to this role may be subject to a satisfactory criminal record check and Working with Children check. This may include require appropriate international police clearances if you have lived in a country (or countries) outside of Australia for a period of more than 12 months in the last five (5) years
- Continued employment may be subject to additional security checks from time-to-time
- Understanding of and commitment to Equal Opportunity / Inclusive Practice, Workplace Health & Safety, Privacy, and Child Protection and Prevention of Sexual Exploitation and Abuse principles and practices