**Job Description Form**

**Compliance Manager**

**Position Details**

**Position Number:** 013146

**Classification:** Level 7

**Award / Agreement:** PSA 1992 / PSCSAA 2021

**Organisational Unit:** Governance, Integrity and Reform/ Regulation & Quality/ Regulatory Compliance Business Unit

**Location:** Perth Metropolitan Area

**Classification Date:**

**Effective Date:** January 2022

**Reporting Relationships**

**This position reports to:**

Executive Director, Level Class 1

**Positions Under Direct Supervision:**

This position has the following subordinates:

• Senior Compliance Officer, Level 5

• Compliance Officer, Level 4

• Assistant Compliance Officer, Level 2

**About the Department**

The Department of Communities’ mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department’s direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department’s functions and services include disability services; child protection and family support; social and affordable housing; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome-based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place-based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

**Role Statement**

This position is responsible for providing strategic leadership and management in proactive compliance and investigative programs under the *Children and Community Services Act 2004* and other relevant legislation administered by the Department within the Regulation and Quality Directorate. It manages the human and financial resources of the Branch and develops, implements and reviews policies and procedures and key performance indicators and reporting capabilities.

The Compliance Manager works collaboratively with senior managers and internal and external stakeholders to deliver quality pro-active and investigative processes and outcomes for the Regulation and Quality Directorate and the Department. The position is responsible for providing high level advice to the Executive Director, including Ministerial liaison and budget advice relating to the regulatory compliance function.

**Duties and Responsibilities**

**1. Compliance framework**

1.1 Manages the team to plan, develop, implement and review policies and procedures that form the compliance framework for the relevant legislation administered.

1.2 Develops reports, performance measures, statistics and strategies to improve compliance activities.

1.3 Manages and prepares high level responses and advice relating to Ministerial issues and budget matters for the Branch.

1.4 Provides strategic advice to the Regulation & Quality management team and liaises with senior staff in relation to Branch matters.

1.5 Ensures the Branch maintains current knowledge of compliance and investigative practices and developments to support continues improvement of techniques, systems and procedures.

1.6 Coordinates the preparation of high-level correspondence and other written material, including Ministerial correspondence, briefing notes and publications in relation to the compliance function.

**2. Proactive compliance and investigations**

2.1 Manages and undertakes the compliance and investigative processes, including conducting complex investigations into breaches of the Children and Community Services Act 2004 and other relevant legislation.

2.2 Provides strategic leadership and management of the compliance function.

2.3 Manages a team of compliance and administrative officers conducting proactive compliance and investigative activities, and the subsequent reporting and actions including, the preparation of reports, prosecution briefs and assembling evidence relating to alleged breaches of the relevant legislation administered.

2.4 Plans and develops strategic proactive compliance and investigative programs.

2.5 Conducts strategic risk assessment with respect to known and suspected breaches of the relevant legislation administered.

2.6 Develops strategies and forms recommendations to progress and finalise investigations.

2.7 Develops strategic relationships with the Western Australia Police, Department of Mines, Industry Regulation and Safety and other compliance and law enforcement agencies.

2.8 Reviews and assesses briefs of evidence to ensure a quality and high standard presentation.

2.9 Makes recommendations with respect to further action to be taken on compliance and investigative matters in consultation with the Department’s legal officers.

**3. Community education and engagement**

3.1 Establishes and manages effective relationships with key stakeholders to promote and ensure compliance.

3.2 Develops and implements strategies and resources to deliver proactive compliance activities and increase compliance within the broader community.

**4. Other**

4.1 Manages the Branches budget.

**5. Corporate Responsibilities**

5.1 Participates in emergency management and response duties as required.

5.2 Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.

5.3 Actively participates in the Communities performance development process and pursues professional development opportunities.

5.4 Undertakes other duties as required.

**Essential Work-Related Requirements (Selection Criteria)**

1. Demonstrated leadership capacity to develop teams and manage staff to deliver quality services.

2. Substantial knowledge of, and experience in the delivery of, contemporary compliance and investigative principles and practices.

3. Highly developed conceptual and analytical skills that is demonstrated through interpretation and application of relevant legislation, including the ability to apply critical thinking to resolve issues.

4. Well-developed communication skills, including demonstrated experience in developing positive strategic relationships with key internal and external stakeholders and addressing complex issues using risk management, negotiation and conflict resolution skills.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance.
2. Appointment is subject to a satisfactory Departmental Record Check.
3. Possession of a current Western Australian 'C' or 'C-A' Class Driver’s Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time to time production of the licence may be required upon request by the Department.
4. Flexibility to undertake intrastate travel and to stay overnight or for short periods.