 **POSITION DESCRIPTION**

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| **Directorate** | Canberra Health Services |  | **Reporting** **Relationships** | | |
| **Division** | Strategy & Governance |  |  | Deputy Chief Executive Officer |  |
| **Business Unit** | Internal Audit and Risk |  |  |  |  |
| **Position Number** |  |  |  |  |
| **Position Title** | Senior Director, Internal Audit and Risk |  |  | Executive Branch Manager, Strategy and Governance |  |
| **Classification** | SOG A |  |  |  |  |
| **Location** | Garran – hybrid working arrangements |  |  |  |
| **Last Reviewed** | 03/05/2024 |  |  | Senior Director, Internal Audit and Risk |  |

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person-centred care. We provide acute, sub-acute, primary and community‐based health services, to the Australian Capital Territory (ACT) and surrounding regions. More information can be found on the [CHS website](https://www.canberrahealthservices.act.gov.au/).

Our **Vision**: creating exceptional health care together

Our **Role**: to be a health service that is trusted by our community

Our **Values**: Reliable, Progressive, Respectful and Kind

# POSITION OVERVIEW

Very few teams can say they are responsible for helping set the future direction of a large organisation. The Strategy and Governance Branch is one of the few teams that can. The Branch leads and supports the development and implementation of organisation wide strategy and related projects. The division includes Policy, Government Relations, Internal Audit and Risk, and Insurance and Legal Liaison areas. A great team with terrific opportunities to work on challenging and complex issues – all of which matter to our local community.

The Senior Director, Internal Audit and Risk helps to ensure the organisation is meeting its governance, compliance, and risk management responsibilities. This position is Canberra Health Services Head of Internal Audit. The position reports to the Executive Branch Manager, Strategy and Governance, with some reporting accountabilities to the Chief Executive Officer on Internal Audit matters. The position manages a small team responsible for risk management and management of medical device recalls.

# DUTIES

Under limited direction of the Executive Branch Manager, Strategy and Governance, you will lead the internal audit and risk management functions and manage their effective operation within CHS. You will:

1. Lead the development and implementation of the strategic risk-based annual internal audit program, under the guidance of the Audit and Risk committee, including contract management with outsourced providers, monitoring progress of audit recommendations and collating evidence provided in support of resolving recommendations.
2. Report to the Audit and Risk Committee and CHS Senior Executive on the progress and outcomes of internal audit and risk management activities, and overall performance in accordance with key performance indicators.
3. Establish and implement the Quality Assurance and Improvement Program for internal audit and risk.
4. Participate in the Audit and Risk committee as both Head of Internal Audit and committee Secretariat, including all pre- and post- meeting administration.
5. Undertake compliance, assurance reviews, internal audits, investigations, and other non-assurance assignments recommended by the Senior Executive.
6. Oversee the organisation’s risk management medical device recall programs including compliance, reporting, training, and improvement initiatives.
7. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

# ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment, we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as LGBTQIA+ are particularly encouraged to apply.

**Behavioural Capabilities**

1. Experience in managing and undertaking an internal audit, risk management and/or compliance review program within a large, complex, and diverse organisation.
2. Strong relationship management skills and experience
3. Flexible to accommodate change, with critical thinking and analysis.

**Position Requirements / Qualifications**

Mandatory

* CHS is leading the drive to digitally transform health service delivery in Australia through the implementation of a territory wide [Digital Health Record](https://www.health.act.gov.au/digital/dhr#:~:text=The%20Digital%20Health%20Record%20will%20record%20all%20interactions%20between%20a,team%20at%20any%20service%20location.). Computer literacy skills are required which are relevant to this role as you will be responsible for completing required documentation and becoming a proficient user of the Digital Health Record and/or other Information Technology systems; once proficient, you will need to remain current with changes, updates and contingencies.

Desirable

* Practical experience and/or tertiary qualifications in relation to auditing and governance such as business, commerce/accounting and risk management would be highly desirable.
* Have an understanding of how the [National Safety and Quality Health Service (NSQHS)](https://www.safetyandquality.gov.au/standards/nsqhs-standards) indicators align with this role.
* Fulfil the responsibilities of this role in alignment to the [CHS Exceptional Care Framework,](https://www.canberrahealthservices.act.gov.au/__data/assets/file/0005/1933187/CHS-Exceptional-Healthcare-Framework_V7_DigitalFA.pdf) [Clinical Governance Framework,](https://www.canberrahealthservices.act.gov.au/__data/assets/file/0007/1933189/CHS-Clinical-Governance-Framework_V6_DigitalFA.pdf) [Partnering With Consumers Framework](https://www.canberrahealthservices.act.gov.au/__data/assets/file/0008/1933181/CHS-Partnering-for-Exceptional-Care-Framework_V4_DigitalFA.pdf) and [all other related frameworks.](https://www.canberrahealthservices.act.gov.au/about-us/strategy-and-frameworks)

**Please note prior to commencement successful candidates will be required to:**

* Undergo a pre-employment National Police Check.

# WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience.

1. Demonstrated experience in leading, conducting, and supervising performance, internal and compliance audits, and risk management programs within a large complex and diverse organisation.
2. Demonstrated experience in implementing policy, programs, or procedures to support and encourage a strong governance, risk management and compliance culture, preferably at the directorate/department level.
3. Strong interpersonal skills and demonstrated ability to establish and maintain effective working relationships with a diverse range of stakeholders, including the ability to handle sensitive issues, consult effectively, and manage consultants and contracts.
4. Demonstrated ability to deliver and operate in a complex, dynamic, and sensitive environment with minimal supervision, to work under pressure and within competing and tight timeframes.
5. Demonstrates understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS’s values of reliable, progressive, respectful and kind.

# WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

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| |  |  | | --- | --- | | ADMINISTRATIVE | FREQUENCY | | Telephone use | Frequently | | General computer use | Frequently | | Extensive keying/data entry | Occasionally | | Graphical/analytical based | Frequently | | Sitting at a desk | Frequently | | Standing for long periods | Occasionally | | |  |  | | --- | --- | | TRAVEL | FREQUENCY | | Frequent travel – multiple work sites | Occasionally | | Frequent travel – driving | Occasionally | |
| |  |  | | --- | --- | | PSYCHOSOCIAL DEMANDS | FREQUENCY | | Distressed People e.g. Emergency or grief situations | Never | | Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness | Never | | Unpredictable People e.g. Dementia, mental illness, head injuries | Never | | Restraining e.g. involvement in physical containment of clients/consumers | Never | | Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide | Never | | |  |  | | --- | --- | | SPECIFIC HAZARDS | FREQUENCY | | Working at heights | Never | | Exposure to extreme temperatures | Never | | Operation of heavy machinery e.g. forklift | Never | | Confined spaces | Never | | Excessive noise | Never | | Low lighting | Never | | Handling of dangerous goods/equipment e.g. gases; liquids; biological. | Never | | Slippery or uneven surfaces | Never | |
| |  |  | | --- | --- | | PHYSICAL DEMANDS | FREQUENCY | | Distance walking (large buildings or inter-building transit) | Occasionally | | Working outdoors | Never | |  |
| |  |  | | --- | --- | | MANUAL HANDLING | FREQUENCY | | Lifting 0 – 9kg | Occasionally | | Lifting 10 – 15kg | Occasionally | | Lifting 16kg+ | Never | | Climbing | Never | | Running | Never | | Reaching | Occasionally | | Kneeling | Never | | Foot and leg movement | Never | | Hand, arm and grasping movements | Occasionally | | Bending/squatting | Occasionally | | Bend/Lean Forward from Waist/Trunk twisting | Occasionally | | Push/pull | Never | | Sequential repetitive movements in a short amount of time | Occasionally | |  |