POSITION DESCRIPTION

Chief Risk and Assurance Officer

Mercy Health
Care first

Core Mercy Values:	Compassion, Hospitality, Respect, Innovation, Stewardship, Teamwork		
Position title:	Chief Risk and Assurance Officer	**Employee name:**	Ewa Chlipala (Interim)
Entity/Group:	Support Services	**Date:**	December 2023
Business Unit/Department:	Group CEO Office		
Position reports to:	Functional Reporting: Chair Finance, Audit & Risk Committee (with input from the Chair Board Quality Committee) Administrative Reporting: Group Chief Executive Officer	**Positions reporting to this one:**	Two full time Seconded Mercy Health staff Third party service provider staff
Position Purpose:	Responsible to lead and influence the success and development of the Mercy Health Internal Audit and Risk Assurance Program (IARA) through the management and delivery of expertise and assurance on corporate governance, risk management and internal control. This inter alia includes: - Supporting the Board and Executives with their governance responsibilities. - Providing independent, objective assurance and support to all IARA stakeholders, designed to add value and improve Mercy Health's operations. - Serves in an advisory capacity, providing risk and assurance insights into projects and/or strategic initiatives. - Leading the program of risk assurance, which includes risk and control identification and assessment, designed to enable reporting of significant or material risks to the Board and CEO. - Developing, implementing and maintaining sustainable, systematic and disciplined approaches to evaluate and improve the effectiveness of governance and systems of internal control. - Operating in accordance within a Finance, Audit and Risk Committee (FA&RC) approved Risk and Internal Audit Charter (which includes clinical quality and audit requirements as advised by the Board Quality Committee). - Delivering outcomes that make a meaningful and value added impact on the organisation and / or stakeholders. - Providing proactive leadership in relation to governance, risks and controls – this would include observation type activities in management forums, advocacy roles within the industry and guidance to other ministries Implementing a process of continual improvement over the IARA program.		

Qualifications:	Required: Tertiary and/or industry qualifications in commerce or business management.
	Significant experience in risk and internal audit
	Demonstrated ability to work and influence Boards, Executive Management and Staff
	Experience managing staff within a highly dynamic and regulated environment
	Desirable: Member of a relevant professional association or institute e.g. Risk Management Institute of Australia, Institute of Internal Auditors, Chartered Accountants Australia, Certified Internal Auditor
	Preferred: Familiarity in the health and / or aged care sectors (not mandatory).
	Mandatory: The role will require approximately national travel

Resource management:	Total staff management (FTE):	Total staff including consulting staff: 6/7 (3 – fulltime, 3/4 contracted service provider, 1/2 seconded staff as required)
	Annual Operating Expenditure:	Annual Operating Expenditure: $950k (Risk Management $250k and Internal Audit $700)
	Annual Capital Expenditure:	Nil

Key Performance Indicators (reviewed annually):	Assurance	**Committed plan completion** 1. ≥70% planned FY IARA (risk and internal audit) activities completed 2. Contribute independent project assurance to 1-2 Major Capital Projects
	Advisory	**Stakeholder satisfaction** (Quality of engagement including audits, risk, advisory, reporting). 3. Enterprise Risk NPS >50 on annual review (Senior Leaders, FARC and Board Chair) 4. Internal Audit NPS >50 on annual review (GCEO, FARC and Board members)
	Financial	5. <5% deviation from IARA budget
	Risk Maturity	**Overall risk maturity** 6. ≥10% relative annual increase in Organisational Risk Maturity (VMIA) 7. Develop 3-yearly Enterprise Risk Improvement Plan (IP) 8. Action 85% of planned Enterprise Risk IP for the FY
	Risk Culture	**Risk culture** 9. ≥10% relative increase in Organisational Risk Culture Score annually (survey of Senior Leaders) **Senior leader induction into enterprise risk** 10. >70% of Senior Leaders inducted into Enterprise Risk Management

Mandatory Organisational Competencies	Personal Competencies	Job Competencies
• Orientation (on commencement)	• Commitment to the Mercy values.	• Good business acumen and commercial know - how, including a high degree of familiarity with financial, operational and information system interdependencies.
• Anti-bullying and Anti-harassment	• Proven ability to facilitate and lead discussions, with a range of stakeholders, in multidisciplinary teams and staff groups.	• High degree of familiarity with risk and control frameworks, practices and standards.
• COVID 19 Infection Control Training	• Self - motivated leader with excellent communication and interpersonal skills, including report writing.	• Ability to work and gain the credibility of peers at an executive level, by being able to contribute to a wide range of business issues.
• Discrimination Prevention	• Demonstrated ability to build relationships and good rapport with people at all levels.	• Courageous and confident leader and representative (ambassador) for the organisation and the function.
• Emergency Procedures	• Demonstrated effective presentation, written and verbal communication skills.	• Culturally – receptive to information from diverse sources.
• Equity and Inclusion	• Ability to lead and work as part of a team.	• Ability to lead, manage and develop a dynamic team i.e. build future capability in the team
• Infection Control	• Good stakeholder relationship and partnering skills.	• Strategic mindset establishing long - term vision and purpose for the program thereby ensuring activities remain relevant and add value to the organisation.
• Respect @ Work	• Value add and results orientated mindset.	• Commitment to quality improvement and work health and safety.
• Safeguarding Essentials	• Willingness to adapt, learn, develop and take on additional responsibilities, as required.	• Inquisitive and innovative – prepared to challenge and question the status quo, as well as consider alternatives to the way things are done.
• Work Health and Safety		

Key Result Areas	Key Activities	Standard Measures
Demonstrates and upholds the Values and Mission of Mercy Health.	Ensure the values of Mercy Health are incorporated into daily work practices for all staff.	Be compassionate and provide support to staff and customers. Consistently shows respect and values each person's dignity. Seeks opportunities to be innovative for improvement. Communicates openly and honestly as an effective team member.
Support the Board and Executives (and other stakeholders) in the execution of their responsibilities.	Provide independent and objective assurance over governance, key risks and controls and the control environment within Mercy Health. Develop a strategically aligned risk and assurance framework, which: - Ensures the alignment of risk management and assurance activities. - assists the organisation to improve - focusses on proactive future positioning rather than retrospective compliance activity only - is balanced – recognises areas of strength and areas for improvement Support the effectiveness of compliance and quality programs through independent review of clinical safety, compliance and quality improvement practices, processes and outcomes – as required	Defined and documented: - risk and assurance framework - risk management policies and procedures - internal audit methodology Area specific approaches defined (only where required) e.g. clinical audit process over the activities of MH Health Services; major capital projects etc. Inter alia this would include defining: - data collection requirements - seconding specialist skill sets where necessary (internal and external) - overseeing management data analysis

Key Result Areas	Key Activities	Standard Measures
Establish effective rapport with Board and Executives (and other stakeholders), and act in an expert advisory capacity	Establish working and partnering relationships with key stakeholders. Remain vigilant to the changing needs of stakeholders. Proactively contribute i.e. advising Board members and Executives of potential challenges, issues or changes they should be aware of. Advice the Board and Executives of risk management and audit outcomes. Provide Board and Executive with broader insights relevant to areas of strategic importance.	Regular meetings with IARA stakeholders. Ongoing feedback on challenges, issues, needs and service delivery performance. Regular and ongoing engagement of Board and Executives on business issues and topical matters. Formal and informal reporting to the Executive, Board, Finance, Audit and Risk Committee and Board Quality Committee (as required). Facilitation and/or participation in working groups, advisory groups or committees as required. eg. Strategic projects.
Lead and co - ordinate the program of risk assurance	Develop and implement a risk management delivery process supporting the risk and assurance framework that inter alia provides mechanisms for: - identifying risks including any emerging risks; - regular review of the risks facing the organisation; - recording of risks e.g. risk registers - determining the impact of risks - assessing mitigating plans and controls - assessing the operational effectiveness of controls designed to mitigate risks - provide ongoing reporting - escalating critical or concerning risks	Annual risk and control identification plan – facilitated workshops and one on one meetings. Up to date register of risks, including assessed controls. Regulatory requirements met e.g. National Standards, ISO 31000 standards. Formal and informal risk management reporting to the Executive, Board, Finance, Audit and Risk Committee and Board Quality Committee (as required), on a regular basis.

Key Result Areas	Key Activities	Standard Measures
Sustainable, systematic and disciplined approach to evaluate and improve the effectiveness of governance and systems of internal control.	Develop and implement an internal audit delivery process and program of work, designed to support the risk and assurance framework, this would include: - Planning; - Audit execution; - Reporting; - Follow up; and - Maintaining a program of continuous improvement	Developed three-year rolling internal audit and risk assurance program (the program). Developed and approved annual rolling internal audit plan Progress tracking against the internal audit plan. Audit evidence e.g. works papers Report progress and findings of audits completed, as and when required. Mechanism to track and report on audit recommendations Evidence of ongoing continuous improvement
Engagement with external service providers	Identify, engage and manage external service providers.	Identify external providers with appropriate skills to deliver projects as part of the IARA Plan. Negotiate arrangements with external services providers for outsourced internal audit and/or risk assurance roles. Liaise with external providers and review the quality of work undertaken.
Staff development	Train and develop staff to meet the requirements of the risk and assurance program. Provide third party contracted guidance on undertaking work within Mercy Health. Develop staff to become potential successor for roles within operations.	Trained and developed staff e.g. attendance at core competency training and regular professional development events. High level of trust in IARA staff, by key stakeholders – based on stakeholder feedback. Informed and valued third party contracted staff - based on stakeholder feedback.

Key Result Areas	Key Activities	Standard Measures
Takes reasonable care to protect the health and safety of themselves, fellow staff and others in the workplace.	Complete incident reports. Maintain a safe working environment for all staff and contracted resources. Participate in training and meetings regarding safety.	Report hazards, near misses and injuries immediately. Use personal protective equipment as and when required. Staff and contractors provided work, health and safety standard awareness or guidance prior to working on Mercy Health sites All required safety meetings and training sessions attended.

**Chief Risk and
Assurance Officer**

Signature: _____   **Date:** _____

Print Name: _____

**Chair of Finance, Audit
& Risk Committee**

Signature: _____   **Date:** _____

Print Name: _____