



# POSITION DESCRIPTION

## Compliance and Administration Officer

**Division:** Services Management

**Reporting to:** Services Manager

**Employment:** Flexible – Part Time or Full-Time Available

**Remuneration Package Range:** \$75k to \$100k per annum inclusive of all benefits and superannuation. Based on qualification levels and experience.

### Primary Objectives

#### **The Organisation:**

Sunraysia Residential Services Inc. (SRS) is a not-for-profit community organisation providing aged care and disability support services for over 40 years. SRS delivers a range of services including supported accommodation, community participation, in-home supports, respite services and capacity-building programs.

SRS is committed to delivering high quality, person-centred supports that promote independence, dignity and meaningful participation in the community. Our services are delivered in accordance with the National Disability Insurance Scheme (NDIS), Aged Care standards and relevant regulatory frameworks.

#### **Position Summary**

The Compliance and Administration Officer plays a key role in ensuring that participant-related documentation, service agreements and operational records are accurate, current and aligned across organisational systems. The role supports service quality and compliance by monitoring participant documentation requirements, reconciling records across systems, and proactively advising Team Leaders and Managers of upcoming requirements or gaps. This position assists in ensuring services delivered by SRS align with participant plans, funding allocations and regulatory requirements while supporting staff to maintain accurate records and documentation.

The role also provides administrative support to service teams and may involve direct engagement with participants and families to ensure documentation and service arrangements are current and reflective of participant needs.



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## Key Responsibilities

### **Participant Documentation and Compliance**

- Monitor participant documentation to ensure compliance with NDIS requirements and organisational standards.
- Maintain accurate and up-to-date participant records across internal systems.
- Ensure key documentation such as service agreements, support plans, risk assessments and consent forms are current.
- Identify gaps or inconsistencies in documentation and coordinate updates with Team Leaders and Managers.
- Support staff to ensure documentation reflects participant needs and services being delivered.

### **Systems and Data Management**

- Reconcile participant information across multiple organisational systems to ensure consistency and accuracy.
- Maintain internal databases and records relating to participant supports and service delivery.
- Generate reports from internal systems to assist managers with service monitoring and compliance.
- Support the ongoing improvement of data management processes within SRS.
- Maintain accurate records within organisational systems relating to incidents, hazards and workplace health and safety reporting requirements.
- Generate reports from internal systems to assist management in monitoring safety trends, incident reporting and compliance obligations.

### **Compliance Monitoring and Reporting**

- Assist in monitoring compliance with NDIS Practice Standards and other regulatory requirements.
- Identify upcoming documentation requirements and proactively notify relevant staff.
- Support the preparation of compliance reports and internal audits.
- Assist with maintaining documentation required for external audits and quality reviews.



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## **Financial Monitoring and Plan Alignment**

- Assist in monitoring participant funding utilisation to ensure services align with approved NDIS plans.
- Review service agreements and scheduled supports to ensure alignment with funding allocations.
- Identify potential funding discrepancies and escalate to management when required.
- Assist with maintaining accurate financial records relating to participant service delivery.

## **Staff Support and Coordination**

- Provide administrative support to Team Leaders and Managers in relation to participant documentation.
- Support staff to understand documentation requirements and organisational systems.
- Work collaboratively with operational teams to ensure services remain compliant and well documented.

## **Participant and Family Engagement**

- Liaise with participants and families where required to obtain or update documentation.
- Assist with coordinating service agreements, consent forms and related documentation.
- Ensure communication with participants and families is professional, respectful and aligned with SRS values.

## **Quality and Continuous Improvement**

- Participate in internal quality improvement initiatives.
- Assist with reviewing and improving administrative and compliance processes.
- Contribute to policy and procedural updates where relevant.

## **Organisational Contribution**

- Contribute to a positive team culture and collaborative work environment.
- Participate in organisational meetings, working groups and development activities where required.
- Support organisational initiatives including events, community engagement and fundraising activities.



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	<p><b>Occupational Health and Safety</b></p> <ul style="list-style-type: none"><li>• Monitor and maintain workplace health and safety documentation relevant to participant supports, ensuring incident reports, risk assessments and safety records are accurately recorded within organisational systems.</li><li>• Assist in tracking incident reports, hazards and near misses within internal systems and ensure appropriate follow-up actions are communicated to Team Leaders and Managers.</li><li>• Provide administrative support to Team Leaders and Managers in relation to workplace health and safety documentation, including incident records, safety registers and risk management documentation.</li><li>• Assist in workplace health and safety audits and contribute to continuous improvement initiatives aimed at maintaining a safe environment for participants, staff and visitors.</li></ul>
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<p>Key Selection Criteria</p>	<p><b>Key Selection Criteria</b></p> <p><b>Experience</b></p> <ul style="list-style-type: none"><li>• Experience in administration, compliance or coordination roles within disability services, community services, healthcare or similar sectors.</li><li>• Experience working with participant documentation, service agreements or regulatory frameworks is highly desirable.</li></ul> <p><b>Desirable Qualifications</b></p> <ul style="list-style-type: none"><li>• Certificate IV in Disability, Individual Support or Community Services</li><li>• Certificate IV or Diploma in Business Administration or similar field</li><li>• Training or experience in compliance, auditing or quality systems</li></ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"><li>• Understanding of the National Disability Insurance Scheme (NDIS) and related service delivery frameworks.</li><li>• Knowledge of documentation and compliance requirements within the disability or community services sector.</li></ul>
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	<p><b>Skills</b></p> <ul style="list-style-type: none"><li>• Strong organisational and administrative skills with high attention to detail.</li><li>• Ability to manage multiple tasks and prioritise work effectively.</li><li>• Analytical ability to review information across systems and identify discrepancies.</li></ul> <p><b>Communication</b></p> <ul style="list-style-type: none"><li>• Strong written and verbal communication skills.</li><li>• Ability to liaise effectively with staff, participants and families.</li><li>• Ability to provide clear advice and guidance to operational staff.</li></ul> <p><b>Technology</b></p> <ul style="list-style-type: none"><li>• Strong computer skills including Microsoft Office and database systems.</li><li>• Experience working with case management or workforce systems is highly desirable.</li><li>• Ability to generate reports and interpret data from organisational systems.</li></ul>
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Conditions of Employment	<p><b><u>Employment Conditions</u></b></p> <p>The terms and conditions of employment at SRS are in accordance with the Employment Agreement and SRS policies and procedures.</p> <ul style="list-style-type: none"><li>• <b>Probationary Period</b> - The first three (3) months of your employment is a probationary period. A Qualifying Period of six (6) months applies to your employment. After the 3-month probationary period is completed, one weeks' notice is required by either party upon termination in the final 3 months of the qualifying period.</li><li>• <b>Victorian Working with Children Check</b></li><li>• <b>NDIS Worker Screening Clearance</b></li><li>• <b>Current Driver's License</b></li><li>• <b>Two (2) Professional References</b></li><li>• <b>Fundraising</b> – Fundraising is an integral function at SRS. All staff are required to assist and be actively involved in volunteer events and functions and lead by example at all times</li></ul>
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