



POSITION DESCRIPTION

Quality and Governance Support Officer

DEPARTMENT DIVISION	Australia
REPORTS TO	Quality Assurance and Contracts Manager, Australia
LOCATION	Sydney

About HOST International

Established in December 2016, HOST International is a not-for-profit company limited by guarantee committed to working wisely, creatively, and carefully to help create a better, safer future for displaced people and host communities around the world.

HOST International specialises in social and economic inclusion of refugees and migrants and has developed a unique coaching model that fast tracks access to employment and educational outcomes for new arrivals. Our programs focus on building self-efficacy and centre around the development of a realistic employment pathway plan that takes into consideration prior skills, experience, and future aspirations.

We believe that social and economic inclusion are core pillars of effective settlement and inclusion, and that each migrant/refugee needs a tailored approach that considers gender, discrimination, skills gaps, and professional networks. Our approach is also embedded in a community development framework that recognises needs in the broader community such as industry skills gaps, population growth, and social cohesion.

Our Governing Principles

Creating and maintaining humanity, hope and dignity is at the core of our work with displaced people and host countries.

Our Values

- Respect
- Integrity
- Compassion
- Diversity
- Innovation

1. Position Summary

The Quality and Governance Support Officer is responsible for managing HOST International's Corporate Governance accountabilities including Policy and Procedures development and training. The position is integral to the effective and efficient operations of HOST International across all sites and plays a key role in ensuring integrity in our commitment to meaningful impact.

2. Key Responsibilities

- Provide a range of ad-hoc administrative and reporting functions for the corporate governance team;
- Maintain governance schedules and registers in accordance with legislative requirements and ensure SharePoint is updated as and when changes occur;
- Draft, implement and maintain supporting systems, policies, procedures and processes;
- Build and sustain effective relationships to ensure governance, administration and support activities can be successfully delivered with minimal impact on delivery teams;
- Develop and deliver training relevant to governance systems/compliance procedures and policies;
- Undertake research and analysis to identify gaps and emerging issues in governance and provides recommendations for improvement;
- Work collaboratively in a team-based environment, actively participating in and contributing to team meetings to support the work area and team objectives;
- Other activities as required.

3. Selection Criteria

3.1 *Essential*

- A degree level qualification with relevant experience; or an equivalent combination of training/education and experience;
- Well-developed conceptual, research and analytical and reporting skills with the ability to identify and implement improved work practices, and maintain documents and records in accordance to set standards;
- Excellent written and oral communication skills with the demonstrated ability to produce reports, memos, governing document and all staff communications;
- Excellent interpersonal communication with ability to maintain positive working relationships with internal and external stakeholders;
- Competent computer literacy skills including experience with contemporary business packages and tools e.g. Microsoft Office suite, email and internet;
- Ability to manage confidential and sensitive information;

- Proactive approach in the application of continuous improvement;
- Proven ability to work collaboratively to achieve collective organisational outcomes.

3.2 *Desirable*

- Previous experience working within a governance, or supporting a governance team;
- Demonstrated ability to promote and deliver training relevant to governance/compliance procedures and policies.

4. Expectations of HOST Employees

In addition to the duties listed above, all HOST staff are expected to:

- Respect and abide by HOST’s vision, mission and values, ensuring that their conduct is consistent with the HOST Code of Conduct and HOST Child Safeguarding Code of Conduct and is fully compliant with the provisions of HOST policies and procedures;
- Carry out general administrative functions related to their role and to the effective and efficient functioning of HOST including the timely and accurate management of case files, relevant databases, and all service delivery communications and data;
- Participate in induction training relating to policy and procedures, workplace health and safety and HOST administrative systems;
- Comply with all other reasonable and legal directions of the Senior Manager or relevant Executive as required.
- Communicate concepts, information and arguments efficiently in personal and group contexts and across all organizational levels;
- When representing HOST at internal and external events, ensure appropriate conduct and professional representation at all times;
- Demonstrate high ethical standards and professionalism and visible support and promotion for corporate outcomes and corporate values; and
- Perform other duties commensurate with skills and experience as required.

4.1 *Position Responsibilities*

- Applicants must have the right to work in Australia;
- All applicants must undertake a National Police Check and not have any serious convictions including fraud, assault or serious theft. Any convictions should be declared up front and will be discussed confidentially upon receipt of the criminal record check; and
- Applicants will be subject to social media screening as part of employment and visa application checks.

5. HOST’s Core Competency Framework

Customer Orientation	The ability to demonstrate diverse customer focused support and stakeholder engagement in all business-related activities, acting without prejudice and in a manner, that promotes inclusion.
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Continuous Improvement	The ability to demonstrate support for organisational change necessary to improve effectiveness and efficiency as well as proactively helping others to successfully navigate through organisational change.
Teamwork	The ability to work collaboratively as part of a high performing team ensuring the effective and efficient operation of HOST in accordance with its values, strategic direction, industry best practice and contractual obligations.
Analytical Thinking	The ability to clearly analyse a situation and seek out relevant information needed to address challenges using a logical, systematic and sequential approach.
Communication	The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence and briefings.
Initiative	The ability to identify or pre-empt what needs to be done and take appropriate action before being asked or before the situation requires it.
Safety & Wellbeing	The ability to contribute positively to, and take responsibility for one's safety & wellbeing and the safety & wellbeing of those around to ensure a climate of safety, support, resilience and balance.

The above core competency framework applies to all staff working at HOST.

The competencies provide a common language, across HOST, for discussing the Way We Work, not just what we do. It clarifies the behaviours and attributes required of all staff working at HOST. Core Competencies are a critical part of HOST's Organisational Culture and set the minimum expected standard of behaviour for everyone at HOST.

6. Workplace Health and Safety (WHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

WHS responsibilities are applicable to positions as outlined in the HOST WHS policy. These include general staff responsibilities as well as additional responsibilities that apply for Managers, Supervisors and other Personnel.

Acknowledgment and e-sign off

Staff are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives. This position description may change over time due to the nature of HOST activities and a flexible attitude to change is expected of all staff. Any such changes will be discussed with staff as soon as practicable.

As the incumbent of this position, I confirm that I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position. I understand this position description is not a duty statement, it is only intended to provide an outline of the key responsibilities of the position.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

AGREED BY	
Employee Signature	
Employee Name	
Date	/ /