Policy & Compliance Manager

Reports to	Director Finance, Risk and Governance
Direct Reports	N/A
Band	Band 5, Health Purchasing Victoria Enterprise Agreement 2013

Position Summary

This role is responsible for driving a program of work enabling HPV to fulfil its legislative functions under the Health Services Act 1988 (Vic) ("the Act") to:

- develop, implement and review policies and procedures to promote best value and probity;
- monitor compliance by public hospitals with purchasing policies and HPV directions and report irregularities to the Minister;
- ensure that probity is maintained in the purchasing tendering and contracting activities of public hospitals

This role is accountable for:

- Manage the delivery of the HPV Compliance Framework and develop strategies to improve policy and contract compliance
- Manage HPV's external policy framework (gazetted and otherwise) and conduct regular reviews to ensure currency with HPV's legislative obligations under the Act
- Provide probity leadership and education to improve awareness of probity by public health services
- Provide advice and guidance to external stakeholders on external policies, compliance requirements and the management of probity issues
- Build the capability and capacity of HPV staff to educate and support health services with HPV's compliance and probity requirements
- Build strong stakeholder relationships with external agencies to ensure best practice in HPV's policy, probity and compliance functions
- Complete ongoing reporting and advice to the HPV Executive Leadership Team (ELT), Finance Audit and Risk Management Committee (FARMC) and Board on HPV's external policy framework and compliance and probity functions

Specific Duties and Responsibilities

Management of HPV Compliance Framework

- Oversee the delivery of the HPV Compliance Framework to the HPV Health Purchasing Policies including the development and delivery of a compliance strategy, compliance reporting monitoring and escalation framework, and support and education program
- Develop and implement a Health Service Compliance Strategy to guide the implementation of the HPV Compliance Framework and improve policy and contract compliance
- Develop and implement internal and external policies, procedures and systems to support the HPV Compliance Framework and the receipt, monitoring and escalation of non-compliance issues and probity breaches relating to the HPV Health Purchasing Policies and HPV Collective Agreements
- Provide leadership, guidance and support to internal stakeholders with a specific focus on the Customer Engagement and Process Improvement Team to support their role in the delivery of the

HPV Compliance Framework including facilitating monthly meetings, regular communications, and individual guidance on compliance and probity issues

- Manage the receipt, monitoring, reporting and escalation of health service compliance reporting requirements, through Customer Relationship Managers and other staff, including audit reports, annual self-assessment and reports confirming transition to HPV Collective Agreements
- Provide oversight of the contract exemptions process including recommendations to the Procurement Committee to ensure the appropriate management of applications by health services for exemptions to HPV Collective Agreements or HPV Health Purchasing Policies
- Ensure prompt and appropriate actions are taken to address health service non-compliance, aligned to HPV's Risk Management Framework, including escalation where appropriate
- Respond to supplier complaints or queries relating to health service contract compliance or probity practices
- Analyse audit outcomes and other issues raised to identify common themes, common outcomes and opportunity for improvement, and collate for the annual report, as well as regular reporting to the ELT, FARMC and Board
- Identify opportunities for the systematic review of available sales data from suppliers and health service spend (PO) data to identify areas of non-compliance with HPV collective agreements
- Develop and manage a program of activities aimed to support and prevent non-compliance with the HPV Compliance Framework, which includes:
  - Developing guidelines, tools and templates, and intranet/website content for health services and internal HPV staff to support the implementation of the HPV Health Purchasing Policies and to improve policy and contract compliance
  - Identifying and responding to requirements for specific training to support health services in the effective implementation of HPV Health Purchasing Policy requirements i.e. managing high risk procurement activities

Probity Leadership and Education

- Provide advice and guidance to health services and internal staff on HPV's legislative role to ensure that probity is maintained in the purchasing, tendering and contracting activities of public health services
- Respond to probity queries to assist health services to manage probity risks or high risk/ high value procurement activities, providing recommendations and guidance to health services including on requests for HPV assistance in procurement activities
- Develop policies, procedures and guidance to support HPV's role in ensuring probity in health service procurement departments i.e. probity guidelines; a process to assist health services to manage probity risks
- Develop and oversee an effective face-to-face and online probity training education program for health service procurement staff to educate health service procurement staff on the importance of probity

External Policy Development

- Oversee HPV's external policy framework for health services in line with HPV's legislative role to develop, implement and review policies and practices to promote best value and probity
- Conduct regular reviews of existing external policies including the HPV Health Purchasing Policies, CPU Purchasing Policy, Access to Contracts Policy and Exemptions Guidelines, to ensure currency with HPV's legislative obligations and best practice, and alignment with VBPB practices where appropriate

- Oversee the gazettal process whereby new policies or policy amendments are published in the Victorian Government Gazette including ensuring that consultation requirements are met
- Provide guidance and recommendations to the ELT, FARMC and Board on amendments to or the interpretation of external policy requirements
- Promote and provide advice and support to internal and external stakeholders on HPV's external policy framework and where relevant, the implications for HPV internal procurement activities i.e. Group Buys

HPV Values and Cross Functional Collaboration

- Uphold HPV values:
  - We are customer-focused; we focus on customer and patient outcomes
  - We keep it simple; we strive for efficient and effective ways to achieve our goals
  - We are collaborative; we work as a team toward common goals
  - We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
  - We inspire confidence; we do the right thing. We are open, honest and trustworthy
- Work closely with the Communications Manager and CEPI team to develop appropriate communications for health services on policy, probity and compliance requirements
- Establish and maintain strong working relationships with key individuals and groups across HPV's stakeholder organisations (internal and external) including health service Chief Procurement Officers (CPOs), Department of Health and Human Services (DHHS) and the Victorian Government Purchasing Board (VGPB) and develop and apply appropriate engagement and consultation strategies to enhance awareness of the HPV Compliance Framework and HPV Health Purchasing Policies
- Represent HPV in appropriate forums including HPV reference groups, supplier relationship meetings, health service forums and other health service committees to strengthen relationships and improve mutual understanding of probity and compliance functions
- Identify strategic opportunities to improve stakeholder confidence including health services, suppliers and other external agencies (VGPB, VAGO) in HPV's external compliance and probity functions
- Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting

Leadership

- Lead initiatives to increase the capability and capacity of HPV staff to educate and support health services with HPV's compliance and probity requirements
- Identify opportunities for improvement to HPV and health service systems and processes to support the HPV Compliance Framework and partner with the organisation to drive required change
- Maintain strong lines of communication, both formal and informal, with the ELT and key HPV stakeholders to ensure the smooth operation of the organisation
- Facilitate organisational change and growth to assist HPV in fulfilling its legislative functions in line with its Strategic Plan and compliance direction.

Qualifications and Experience Required

Academic

- Qualification in law or policy (postgraduate desirable)
- Experience in health, government and/or procurement desirable

Experience

- Proven experience in a policy, compliance or regulatory role
- Experience in a leadership or management role responsible for facilitating a program of work by a team of staff
- Experience drafting policies, procedures, and developing and implementing new processes and systems
- Proven experience in analysing audit outcomes/results and creating high quality management reports targeted to meet the recipients needs including Board and Executives
- Knowledge of public sector management processes

Personal

- Strong communication skills and the ability to work closely with other team members and to engage stakeholders, both internal and external.
- Excellent time management skills, flexibility and an ability to work well under pressure.
- Ability to take direction and work unsupervised and with initiative to proactively identify improvements and implement
- Outstanding written and presentation skills
- Excellent attention to detail
- Ability to manage multiple projects against clear quality and timing targets
- Enthusiasm, energy, inquisitiveness, initiative and innovative thinking
- A drive for excellence and professionalism
- Able to uphold ethical standards and values, and to act with integrity and confidentiality.