

*'Helping our members stay healthy, get well quick, live better with illness  
and deliver peace of mind'*

## POSITION DESCRIPTION

### RISK & COMPLIANCE SUPPORT OFFICER

#### Position Summary

The Risk & Compliance Support Officer will provide support in the compliance and risk management for the St.LukesHealth group. This role is responsible for supporting the delivery of the St.LukesHealth risk management and compliance strategies including assisting all business units to comply with relevant organisational policies, procedures, rules and guidelines.

#### 1 Key Capabilities

<i>Essential</i>	<ul style="list-style-type: none"> <li>• High level of attention to detail and accuracy.</li> <li>• Critical thinking and analytical skill set and accuracy with strong research skills.</li> <li>• Strong professional written and verbal communication skills.</li> <li>• Good interpersonal communication skills with a high commitment to service and best practice.</li> <li>• Highly organized with the ability to manage a challenging and varied workload.</li> <li>• Self-motivated and able to take direction.</li> <li>• Current Police Certificate and Drivers Licence</li> </ul>
<i>Qualifications</i>	This position requires minimum Certificate IV in relevant qualification or experience in a similar environment or working towards.
<i>Preferred</i>	<ul style="list-style-type: none"> <li>• Exposure to APRA (Australian Prudential Regulatory Authority) standards;</li> <li>• 1-3 years of experience in a compliance or risk management related role.</li> </ul>
<i>Employment Conditions</i>	Salaried Permanent Full Time Position
<i>Reports to:</i>	Head of Risk Advisory
<i>Working relationships:</i>	Functionally related to all peers within the organisation.
<i>Working location</i>	Based in Launceston
<i>Professional Development</i>	St.LukesHealth will assist you to develop and grow at every level of your career and to identify and develop strengths that will enable you to do your best work every day.

## 2 General Tasks and Responsibilities

- 1.1 Works effectively with the CRO and Risk Advisory team, defined by mutual respect, open communication and trust.
- 1.2 Provides support for key risk and compliance tasks and activities as directed by the Head of Risk Advisory.
- 1.3 Provide support with the administration of various registers within the Protecht ERM System.
- 1.4 Provide support with the reviewing and reporting of Operational Incidents as directed by the Head of Risk Advisory.
- 1.5 Participate in Risk Advisory projects as directed by the Head of Risk Advisory.
- 1.6 Assist with compliance reviews of marketing collateral and member communications.
- 1.7 Provide support with the administration of aspects of the Compliance Management Framework and Risk Management Framework as directed by the Head of Risk Advisory.
- 1.8 Assist the Risk Advisory team in fostering an appropriate Risk culture within St.LukesHealth.
- 1.9 Engage in personal self-development and annual performance appraisals.

## 3 Key Results Areas

- 3.1 Works effectively with the CRO and Risk Advisory team, defined by mutual respect, open communication and trust.
- 3.2 Ensure own behaviour sets an example to others that is consistent with St.LukesHealth's values and promotes a strong culture of risk management and compliance.
- 3.3 Works efficiently, embraces continuous improvement from an own-self perspective as well as a rest-of-business perspective and is culturally aligned with St.LukesHealth's values.
- 3.4 Is perceived by their peers as adding value to the organisation in terms of increasing the knowledge and awareness of risk management and compliance requirements throughout the business and that such becomes embedded in business practices in an efficient way without unnecessary bureaucracy.
- 3.5 Ensure assigned work is completed on time, with minimal supervision and to a high standard of quality in terms of content, stakeholder management and efficient outcomes.
- 3.5 Engages enthusiastically with professional development opportunities that may be offered from time to time.

## Values

### STEWARDSHIP *Taking care of the future*

*We encourage creativity and respond to the needs of our members to stay healthy, get well quicker, live better with illness and deliver peace of mind through the considered and innovative management of risk, capital, resources, people and products.*

I do my job well and know what it takes to deliver effective, meaningful and honest outcomes for our members.

I make things better for the members and accept my part in seeking good outcomes for everyone.

People are important to me and to the organisation so I will behave in a way that encourages rather than discourages the members.

I have information that is important to members and will ensure I consider all their needs, working with others to meet those needs.

### RESPECT *Respect the individual*

*Our people put the team ahead of their personal success and commit to building the capacity of each other and our organisation through respect, communication, empowerment, valuing the individual strengths to serve our members*

I lead by example and set a high standard that motivates and encourages high achievement in others.

I have the power to make a difference in a member's life and will ensure I treat everyone respectfully.

I consciously devote my time and energy towards guiding and helping our members.

I am thoughtful and considerate when dealing with members, demonstrating kindness and patience.

### EXPERIENCE *Value the engagement*

*We are dedicated to partnering with our members and our people to deliver exceptional service, actively engaging with our community to build our reputation as innovative leaders in the health insurance industry.*

Good outcomes are the key focus of my service delivery.

My attitude determines my altitude and I approach everything in a positive and constructive manner.

I am a good listener and show sensitivity to the needs of members.

I will solve member enquiries and issues promptly and ask for help when I need it.

### INNOVATION *Dare to disrupt*

*We are committed to creating an ambitious and proactive environment that focusses on and encourages forward thinking and new ideas, partnerships, embracing change and continually enhancing the member experience.*

I strongly believe I can make a difference through my own efforts and acknowledge the efforts of others.

I make decisions that can improve what we do and am always looking at ways to do things better.

I ask insightful questions to encourage others to think for themselves and solve their own problems.

I am most effective when I'm part of a team, contributing new ideas and supporting change.

### INTEGRITY *Do right, be real and be brave*

*We are professional and honest in our working relationships striving for fairness in our decision making and in our treatment of one another that ultimately affects the business outcomes and builds member trust.*

I know what I'm good at and do this to a standard of excellence when dealing with members.

I act professionally and have a pride in my appearance, my attitude and my demeanour.

I see the best in people and motivate them to develop their skills towards better outcomes for our members.

I show members they matter by being warm, sincere and sensitive to their feelings.