



**Our Vision:** People who experience mental illness and addictions living well.

**Our Mission:** To contribute positively to the recovery of people who experience mental illness and addictions through the provision of quality community services, social housing and by supporting mental health sector development.

## Job Description

**Title:** Director Performance, Risk and Assurance

**Location:** 334 Lincoln Road, Addington, Christchurch

**Reports to:** CE

**Functional Team:** Performance, Risk and Assurance

### Main Purpose of Function:

The purpose of the Performance, Risk and Assurance function is to provide strategic input, advice, leadership and operational support by leading the annual planning process and the risk management, assurance and compliance function for Comcare. The function will establish key performance objectives and metrics, integrated frameworks and systems working collaboratively with internal and external stakeholders to foster an environment that encourages continuous improvement and the achievement of performance indicators for Comcare. This will include leading the development of a risk and assurance framework, reviewing and measuring the effectiveness of policies and processes and monitoring the implementation of review recommendations to contribute to continuous improvement programmes.

The function is accountable for:

- Strategic and Annual Planning – Facilitating and supporting the organisation strategic and annual planning process in conjunction with the Board, CE and ELT.
- Organisational Performance - ensuring that Comcare has a performance management system that includes data insights and that the systems are and remains appropriate indicators of performance. Developing, integrating, and improving Comcare's performance and reporting framework through performance metrics.
- Risk Management- ensuring Comcare has a robust process for identifying, monitoring and mitigating risks.
- Assurance - oversight of compliance particularly as it relates to policies/practices across the organisation and regulatory and legislative obligations to issue assurance to the Board and ELT regarding current and future good practice and to minimise the risks of noncompliance.
- Policy Framework – ensuring Comcare has a structured set of guidelines, principles and processes to develop, implement and manage consistent and effective policies aligned with our strategic aims.
- Quality Management System – review and recommend a system to ensure performance.
- Continuous Improvement Programme Oversight.



**Main Purpose of Position:**

Reporting to the Chief Executive and as a member of the Executive Leadership Team (ELT), the Director Performance, Risk and Assurance will be accountable for leading Comcare in areas such as risk identification and management; providing assurance solutions in response to issues arising and for business as usual; and providing oversight of key performance indicators across Comcare. The role will provide leadership and advice on risk and assurance for the Board, ELT and within all teams at Comcare. The role will be accountable for continuously developing and improving Comcare’s performance and reporting framework (through the establishment of performance metrics/indicators) risk and assurance framework (to ensure continuous improvement programmes) and policy framework (to ensure compliance) as well as lead the annual business planning process.

The role will be accountable for leading Data and Insights for Comcare to ensure that it delivers on performance objectives and to provide insights to support quality of service delivery and service innovative and development decisions.

High level accountabilities include:

- Facilitating and supporting the organisation strategic and annual planning process in conjunction with the Board, CE and ELT.
- Developing, integrating, and improving Comcare’s performance and reporting framework through performance metrics.
- Reviewing and developing an integrated quality management system to ensure quality and continuous improvement programmes of work are delivered and reported within Comcare and Service Delivery teams.
- Ensuring that Comcare delivers on its objectives and provides good support across the organisation so that Comcare gains insights from the data to improve current performance and inform service development and innovation.
- Ensuring there are risk and assurance management frameworks to identify, monitor and manage compliance. This includes developing and overseeing Comcare’s internal and external audit programme cycle, to deliver quality outcomes, manage risk, provide assurance, and enable a continuous improvement culture.
- Providing assurance to CE, ELT and Board about the design and effectiveness of risk and assurance management, and internal controls, based on independence and objectivity.

**Functional Relationships:**

Internal	External
CE and ELT	Departments
Function Leaders and Line Managers	Suppliers
All Staff	External Auditors

**Authorities:** As per delegated authorities’ policy



Functions	Key Responsibilities
Strategic and Annual Planning	<ul style="list-style-type: none"> <li>• Facilitate the organisation strategic and annual planning process in conjunction with ELT and functional leaders:</li> <li>• Facilitate and support the development of strategic planning within the organisation in conjunction with the Board, CE and in collaboration with functional leaders</li> <li>• Develop performance indicators /metrics.</li> <li>• Lead the annual planning process and facilitate the preparation of functional business plans, and performance objectives, aligned with the strategic plan, and with clear performance metrics.</li> </ul> <p>As a member of ELT, assist in the development and leadership of Comcare:</p> <ul style="list-style-type: none"> <li>• Develop and deliver achievable strategic plans for the performance, risk and assurance function, aligned with organisational objectives.</li> <li>• Instigating policy development for the performance, risk and assurance function to enhance the integrity and performance of the organisation.</li> <li>• Reporting regularly on progress against strategies and plans at a Board, CE and management level.</li> <li>• Assist in the drafting of the annual report including key people and operational information.</li> <li>• Promote excellent management and “good employer” practices and policies.</li> <li>• Foster and embed a culture of continuous improvement across Comcare.</li> <li>• In conjunction with the CE, identify and develop a plan to engage with and influence sector partners and influencers to enhance the role and reputation of Comcare.</li> <li>• Lead development and planning initiatives that ensure internal and external services are culturally inclusive.</li> <li>• Promote diversity, enhancing understanding on inclusion issues and embedding Te Tiriti ō Waitangi principles into integrated frameworks, policy, process, and practice to enable Comcare to deliver on its foundational strategic aim.</li> <li>• Ensure that the voice of lived experience is driving strategy, operations, service delivery and people development pathways across the organisation.</li> </ul>
Performance and Reporting incl. Metrics	<ul style="list-style-type: none"> <li>• Engage with internal and external stakeholders to develop, drive, champion and influence the successful implementation of a performance management framework to support Comcare’s vision and strategic aims.</li> <li>• Oversight of performance measures for Comcare that have been agreed with the Board, CE and ELT.</li> </ul>








	<ul style="list-style-type: none"> <li>• Lead the development of performance measures to support delivery of the strategy, with a particular focus on measurement of equitable access to services and outcomes for Māori.</li> <li>• Lead on/co-ordinate/ensure timely completion of KPI dashboard/reporting internally and externally, ensure Comcare have systems in place to monitor, steps being taken to address areas where performance is not within targets.</li> <li>• Leading on monitoring compliance with Government Standards.</li> <li>• Provide guidance across Comcare in relation to an evidence-based and outcomes-based approach to performance improvement and management.</li> <li>• Identification and monitoring of internal performance measures for ELT and functional teams.</li> <li>• Implementing a system/process for the Comcare which feeds team performance to organisation performance measures.</li> <li>• Responsible for Comcare’s collection, analysis and utilisation of performance data including performance indicators at all levels.</li> <li>• Develop and drive Comcare’s performance story and system and support collaboration across the organisation and wider to support the achievement of strategic aims.</li> <li>• Define and provide performance reporting expertise across the organisation, through the provision of a framework with appropriate standards and governance.</li> <li>•</li> </ul>
Data and Insights	<ul style="list-style-type: none"> <li>• Oversee the development of transparent data governance processes and programmes to standardise, integrate, protect, and store organisation-wide data.</li> <li>• Develop measures to manage data collection to provide meaningful information for day to day and strategic decision making.</li> <li>• Ensure a strong understanding of the organisation, using data to drive strategic decision making and ensure an appropriate pace of delivery both in business as usual and strategic initiatives/projects.</li> <li>• Ensure that insights are gained from data, to improve current performance and inform service development and innovation.</li> <li>•</li> </ul>
Quality Management System (principles and system performance)	<ul style="list-style-type: none"> <li>• Review and develop an integrated quality management system to ensure quality and continuous improvement programmes of work are delivered and reported within Comcare and Service Delivery functions.</li> </ul>
Policy Framework	<ul style="list-style-type: none"> <li>• Oversee the development and implementation of Comcare policy framework to ensure consistency, standardisation, visibility and compliance with legislation and regulatory</li> </ul>



	<p>requirements/changes of all governance and operational policies across Comcare.</p>
<p>Risk Management</p>	<ul style="list-style-type: none"> <li>• Lead and advise on broader risk considerations, including risk appetite and horizon scanning.</li> <li>• Work with teams across the organisation to identify and respond to risks, assumptions, issues, dependencies, and opportunities that underpin the risk register.</li> <li>• Oversee the management and maintenance of Comcare's risk register.</li> <li>• Champion risk management and assist line managers in applying the risk management process as part of their ongoing activities.</li> <li>• Lead the development of risk management strategies, programmes, systems and projects to assist ELT and managers to identify and manage all forms of risk.</li> <li>• Support the development and implementation of an organisation-wide business continuity policy and framework, identifying key contingency risks.</li> <li>• Build awareness of new and emerging risk management trends and activities, and act as the primary point of coordination and assessment across Comcare's risk management and internal control environment.</li> <li>• Building upon Comcare's existing risk management framework and establishing clear processes for identifying and escalating risks. Oversee, monitor, and report on organisation improvements and performance, in conjunction with ELT, against results and agreed improvement activities/programmes.</li> </ul>
<p>Assurance</p>	<ul style="list-style-type: none"> <li>• Develop and oversee Comcare's external audit programme cycle, to deliver quality outcomes, manage risk, provide assurance, and enable a continuous improvement culture.</li> <li>• Oversee any external audit, accreditation, or registration activity (except financial) required by Comcare to maintain contractual obligations.</li> <li>• Ensure that all compliance obligations including statutory responsibilities, audit recommendations and other sources of guidance and good practice are fulfilled, evidenced and continuously observed and reviewed and so that assurance can be given to the Board, CE and ELT.</li> <li>• Work closely with management and stakeholders to establish an assurance framework.</li> <li>• Responsibility for developing and monitoring systems to monitor compliance within Comcare with input from teams across the organisation.</li> <li>• Monitor the implementation of continuous improvement plans and actions from external audit activity.</li> </ul>

	<ul style="list-style-type: none"> <li>• Establish a system for monitoring and managing the upkeep of Comcare policies.</li> <li>• Look beyond compliance to help Comcare improve its overall organisation performance.</li> <li>• Oversee, monitor, and report on organisation improvements and performance, in conjunction with ELT, against results and agreed improvement activities/programmes.</li> <li>• Client information management - PRIMHD</li> </ul>
People Leadership and Development	<ul style="list-style-type: none"> <li>• Build a well-resourced and professional team, ensuring team roles align appropriately for best delivery of the activities.</li> <li>• Inspire achievement and professional development through role modelling the values, communicating the vision, and engaging people with the kaupapa, Uara and strategy of the organisation.</li> <li>• Continually review the performance of direct reports and manage performance effectively and in a timely manner, setting appropriate key performance indicators and developing professional development objectives with each role.</li> <li>• Create and foster a culture that encourages and supports diversity.</li> <li>• Proactively plan for the future by identifying talent and proactively developing successors, aligned to the intentions of our Strategic Aims.</li> </ul>
Honouring te Tiriti o Waitangi	<ul style="list-style-type: none"> <li>• Develop approaches for partnering with mana whenua, Māori with lived experience of mental health and addiction services and their whanau,</li> <li>• Work in partnership with clients and whānau to provide culturally responsive and appropriate support to improve outcomes and reduce inequities.</li> </ul>
Development	<ul style="list-style-type: none"> <li>• Actively participate in professional development to meet identified learning needs that promote and support excellent performance in the position,</li> <li>• Over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems, operate more quickly and efficiently in the job they hold. This will free up time that could be used to develop and enhance their skills, knowledge and abilities. As a consequence of this, and because Comcare is interested in developing each employee to their full potential, each employee will from time to time be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Proactively support and follow our Health and Safety programmes, Policies and Procedures,</li> <li>• Ensure services are delivered in line with Comcare’s Health and Safety Policies and Procedures,</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure the Wellbeing of Comcare’s clients, tenants and staff are at the forefront of any decision taken,</li> <li>• Assess and mitigate and manage risk, including no cultural harm,</li> <li>• Ensure accidents and incidents in the workplace are reported in a timely manner and any required appropriate actions/controls are identified and implemented to prevent recurrence...</li> </ul>
<p>Anei ā mātou whanonga pono / Our Values</p>	 <p><b>We Statement</b> ‘We offer a safe space to enable tāngata whaiora to find their own empowerment and support them to be leaders of their own journey.’</p>
	 <p><b>We Statement</b> ‘We take a person-centred approach and nurture a sense of belonging through shared experiences and strengthening ties between whānau and communities.’</p>
	 <p><b>We Statement</b> ‘We ensure that our mahi reflects a mana enhancing approach to strengthen hope for tāngata whaiora, with aroha, respect, integrity and trust.’</p>
	 <p><b>We Statement</b> ‘We support the mana of each other through respect, collaboration and communication.’</p>
	 <p><b>We Statement</b> ‘We protect and preserve taonga for whānau and generations to follow.’</p>



This Job Description is intended to describe the duties/responsibilities that the staff member will be expected to undertake in this position. It should not be considered as a complete and exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of Comcare.

## Person Specification

### Qualifications/Background:

- Relevant tertiary qualification in commerce and business management,
- At least 10-years' experience in Risk, Assurance, Performance and Reporting (or equivalent) from an internal audit or compliance background in a geographically dispersed environment, ideally in activities aligned with Comcare.

### Experience / Knowledge / Skills:

- Proven experience in facilitating strategic and annual planning processes to set organisation goals and objectives, policies, and strategies, and communicating these downward for implementation.
- Extensive experience working as part of an Executive Leadership Team, acting as a stakeholder in the strategic, business planning and decision-making process through the provision of risk-adjusted financial information and analysis.
- Significant experience in the development of performance and reporting frameworks, and annual business planning in a complex organisation
- Knowledge of principles, practices, and techniques of performance, data processing, performance management concepts, methodology and implementation technique.
- Demonstrated experience of effective management of organisational assurance, that enables the organisation to make improvements that achieve key business outcomes and enables transparent decision making informed by timely, accurate and robust information and advice.
- Developing, implementing and embedding a performance improvement culture including the setting of organisational objectives, targets and performance measures and ensuring compliance in line with benchmarking and best practice.
- Strong commitment to the Treaty of Waitangi, relationship with iwi, and a commitment to developing cultural competencies.
- Managing and developing effective collaborative relationships with a wide range of internal and external stakeholders, including reporting to and providing strategic and professional advice on a range of performance issues to senior leaders and other relevant stakeholders.
- Evidence of project governance and/or programme management involving end to end process from design, delivery and integration of multiple complex projects.
- Strong commitment to the Treaty of Waitangi, relationship with iwi, and a commitment to developing cultural competencies.
- Proven ability to maintain awareness of current market, economic, legislative, and political trends to maximise opportunities and minimise financial risk across an organisation.
- Demonstrated track record of improvements in customer/stakeholder satisfaction through establishing credibility, personal impact and building excellent working relationships with a wide range of relevant internal and external stakeholders.





- Demonstrated strong negotiation skills, high level of communication and influencing capability and adaptability at all levels, in all aspects of commercial finance across the organisation.
- Proven experience in business-wide improvement and performance enhancement.

**Desirable:**

- Post graduate management qualification.

**Date:**

**Signed by:**

**Date:**

<b>Employee:</b>		
<b>Employer:</b>		