



**GENERAL MANAGER, RISK AND COMPLIANCE**

**JOB & PERSON SPECIFICATION**

**APRIL 2025**

# Position Description

## Position Summary

<b>Position Title:</b>	General Manager, Risk and Compliance	<b>Primary Location:</b>	Adelaide CBD
<b>Department:</b>	Governance, Risk and Compliance	<b>Industrial Instrument:</b>	Non-Award
<b>Division:</b>	Office of the Chief Executive	<b>Classification:</b>	NA

## Job Summary

The General Manager, Risk, and Compliance reports directly to the Chief Executive Officer (CEO), providing strategic leadership in enterprise-wide risk and compliance. This role ensures that Lutheran Homes Group (LHG) has robust frameworks, policies, and systems in place to proactively identify, assess, and mitigate risks that may impact the organisation's operations and strategic objectives.

They will be responsible for delivering assurance and oversight to the CEO, CFO, and Chair of the Risk Committee, ensuring governance and compliance structures are effective, transparent, and aligned with regulatory requirements and best practice.

With a practical and proactive approach, you will drive continuous improvement in risk management, compliance, and organisational resilience, embedding a strong risk-aware culture across LHG. Your expertise in governance and regulatory compliance will be critical in safeguarding the organisation's integrity and long-term sustainability.

## Reporting Relationships

<b>Reporting to:</b>	Chief Executive Officer
<b>Direct reports:</b>	<ul style="list-style-type: none"><li>• NA</li></ul>
<b>Key networks and relationships:</b>	<ul style="list-style-type: none"><li>• LHG Executive Team</li><li>• LHG Senior Leadership Group</li><li>• Executive Operations Lead</li></ul>

## Key Responsibilities

### Compliance

- Lead and oversee the organisation's internal governance frameworks, policies, and processes, ensuring compliance with aged care legislation, regulatory standards, and accreditation requirements across Home Care, Residential Aged Care, and Retirement Living.
- Act as the key governance advisor to the Board, CEO, and Executive Leadership Team,

providing assurance over corporate governance, risk, and compliance matters.

- Ensure contractual and regulatory obligations are met, including Aged Care Quality Standards, NDIS (where applicable), and Retirement Village Acts.
- Develop and maintain a compliance monitoring program, ensuring all business units adhere to statutory and internal compliance requirements.

### **Risk Management & Organisational Resilience**

- Design, implement, and continuously improve the Enterprise Risk Management Framework, ensuring it proactively identifies, assesses, and mitigates risks across all service areas.
- Provide risk oversight for strategic initiatives, including growth strategies (organic and acquisitions), digital transformation, and major capital works programs, ensuring due diligence and risk mitigation are embedded in decision-making.
- Establish and maintain incident and risk reporting mechanisms, ensuring real-time visibility of risks and continuous improvement in response strategies.
- Lead business continuity planning and crisis management, ensuring organisational resilience in responding to operational, reputational, or regulatory risks.
- Oversee insurance and risk financing strategies to safeguard the organisation against potential liabilities.

### **Growth, Acquisitions & Strategic Initiatives**

- Lead compliance and risk due diligence for acquisitions and expansions, ensuring informed decision-making and smooth integration of new entities.
- Partner with executive leaders to assess risks and compliance requirements related to new business models, partnerships, or funding arrangements.
- Provide risk and compliance oversight for major capital works programs, ensuring project governance, financial accountability, and regulatory compliance.

### **Digital Risk & Cybersecurity**

- Oversee risk management for digital transformation projects, ensuring regulatory compliance, cybersecurity resilience, and data privacy protections (e.g., My Health Record, aged care funding systems, and resident data security).
- Partner with IT leaders to establish cyber risk frameworks, ensuring the security of financial, employee, and resident information.
- Ensure compliance with Privacy and Data Protection laws, including oversight of information security and digital record-keeping.

### **Leadership & Culture**

- Foster a risk-aware culture, embedding risk management and compliance as integral to day-to-day decision-making.
- Provide strategic leadership to governance, risk, and compliance teams, ensuring capability development and continuous improvement.
- Work closely with operational leaders to provide practical, business-aligned risk and compliance advice, enabling informed decision-making without unnecessary bureaucracy.
- Lead engagement with regulatory bodies, accreditation agencies, and industry groups, ensuring the organisation stays ahead of emerging governance and risk trends.

## General Requirements

All Lutheran Homes Group (LHG) employees will:

- Devote their time, attention and skills as necessary to carry out the duties of their position to the best of their ability.
- Act honestly, responsibly, and within delegated authority.
- Maintain a commitment to adhering to all relevant requirements set out in:
  - the [Aged Care Quality Standards](#)
  - the [Code of Conduct for Aged Care](#)
  - the [Work Health Safety Act 2012 \(SA\)](#)
  - the [RTW Act 2014 \(SA\)](#)
- Adhere to all LHG policies, codes, and procedures.
- Meet the requirements of all professional conduct standards and act consistent with LHG values.
- Raise concerns re any potential misconduct or breach of policy, code or procedure as soon as reasonably practicable, and in accordance with LHG policy and guidelines.
- Follow the reasonable and lawful directions of management.
- Seek new and better ways of doing things, and work collaboratively in developing and implementing improvements.
- Be willing to work across other LHG sites, as may be reasonably required.
- Maintain the privacy and confidentiality of consumers and organisational information.
- Declare any actual or potential conflicts of interest promptly.
- Responsibly use all resources, considering costs and environmental impact

## Working Safely

Employees must:

- Take reasonable care to ensure that their acts or omissions do not adversely affect the health and safety of other persons.
- Report hazards, accidents, injuries and 'near miss' incidents to their manager immediately and complete any safety related documentation within 24 hours. Assist in incident investigations, and risk mitigation as required.
- Actively participate in consultation regarding matters that may affect their health and safety.
- Work collaboratively to assist workers to remain at or return to work as soon as possible following injury or illness.

## Special Conditions

- This role is considered [Key Personnel for Aged Care](#) and required to meet the associated suitability matters
- This role is considered a NDIS risk assessed role and is required to have a current NDIS Worker Clearance

## Qualifications:

- Bachelor's degree in a relevant field, such as risk management or business; a master's degree or relevant certification is preferred.

**Skills / Attitude:**

- Excellent communication, negotiating and influencing skills.
- Excellent analytical, problem-solving and decision-making skills.
- Ability to apply pragmatic risk management practices and approaches that find a balance between risk mitigation and organisational effectiveness.

**Experience:**

- Min 5+ years demonstrated experience in enterprise risk management.
- Experience within the healthcare or aged care sector would be desirable but not essential.

**Knowledge:**

- Extensive working knowledge in risk management principles, methodologies and best practices.



## HOW TO APPLY

Applications including a cover letter and CV should be addressed to Andrew Reed and Bernie Dyer. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential discussion, please call (08) 8100 8827.

### **Please Note**

Your application will be automatically acknowledged by a return email.