

Scouts Australia NSW

Position Description

Human Resources and Issues Management Adviser



This Position Description may be reviewed and amended from time to time, in accordance with the evolving needs of Scouts Australia NSW.

Approved by: Chief Executive

Date of approval: September 2011

Last revised: December 2013

Position reports to: Chief Executive

Staff reporting to this position: None

Organisational Environment

Scouts Australia NSW is a “not-for-profit, not-for-loss, for-people and for-purpose” volunteer organisation run by and for volunteers, and assisted by a small employed (paid) staff. Some 23 000 people, youth and adults, are involved in delivering and experiencing the Scout Youth Program, making Scouts one of the largest youth organisations in Australia outside the formal education system.

Scouting’s mission is to contribute to the education of young people through a value system to help build a better world where people are self-fulfilled and play a constructive role in society.

The employed staff of Scouts Australia NSW exists to provide excellent customer service and professional expertise to the volunteer membership and leadership. We are based at our State Office (at Sydney Olympic Park) and a series of Region Offices, Activity Centres and Campsites across NSW.

Purpose and Scope of Role

On behalf of the Chief Commissioner and Assistant Chief Commissioner Issues Management, this role guides, oversees and manages the resolution of critical “people issues” arising within Scouting, including incidents, disputes, complaints, legal threats, police reports and matters involving NSW Community Services, the NSW Office of the Children’s Guardian, NSW Ombudsman, the Royal Commission into Institutional Responses to Child Sexual Abuse, or other agencies.

This role is the first point of contact for Members and Commissioners requiring assistance with such matters. It provides initial triage in the form of support, coaching and practical advice, in such a way as to minimise potential for harm to persons, relationships, property, financial status and reputation.

The role is also responsible for assessing and assisting in the investigation of issues. This includes following up with all involved parties, providing mediation where appropriate, reporting findings and making recommendations to relevant Commissioners and Members so they can play their necessary leadership roles in the various matters. The role also requires the provision of basic legal information to Members. That is, this role provides the legwork and the relevant Commissioners and Members make the decisions.

The emphasis of the role is on prevention of problems, prevention of escalation and avoiding litigation. The Human Resources and Issues Management Adviser directly facilitates the constructive, timely, ethical, interpersonally and diplomatically savvy, and legally compliant resolution of any issues, including immediate response management.

A key focus of the role is to manage and develop policies and procedures to guide Leaders and employed staff in this area. In doing so, the role interfaces closely with the Assistant Chief Commissioner Issues Management, the State Commissioner Members Support, the Member Services Team, the Communications and Marketing Department, relevant organisations and members of the public.

The role also has responsibility for managing and updating policies, procedures and materials in the Human Resources area for the employed staff of the Association, and takes a leadership and facilitative role in this area.

Key Duties and Responsibilities

FIELDING ISSUES

- Conduct regular audits of existing policies and processes, including those related to grievances, behavioural management, child protection, protection of privacy, post-separation parenting and religion. In close association with the Member Services Team and Region Office Managers, ensure that frontline procedures for Leaders are up to date, complete, compliant, clear and understood, including:
 - Guidelines for the initial fielding of all issues.

- Definitions of the types of issues that should be directed to the Human Resources and Issues Management Adviser.
- The confidential 'helpline' through which Leaders and Members can privately communicate any serious concerns about others' conduct, relevant issues, etc.

GRIEVANCES

- Proactively liaise and network with Leaders and Commissioners, so as to make oneself known and establish positive and trusting relationships in advance of any incidents, and to integrate oneself into the leadership group so as to identify and pre-empt potential problems.
- Provide empathy and practical coaching to Members, Commissioners and/or complainants, to support and guide their competent and constructive handling of grievances. This includes coaching them through initial anger or upset and formulating steps to work through the problem to a favourable conclusion. At all times complainants should be guided through the hierarchical structure of the organisation.
- Provide guidance to Members and Commissioners on their legal, administrative and ethical obligations with respect to their management of grievances.
- Investigate issues fairly, objectively and thoroughly by, wherever practical and appropriate, speaking with all relevant parties personally and frequently updating them on the status of the issue.
- Provide hands-on mediation between disputing parties, to facilitate agreement and maximise the quality of ongoing relationships, and/or provide guidance to Members conducting mediations.

MAJOR BEHAVIOURAL ISSUES/SERIOUS MATTERS

- Under the Association's Behavioural Management Process for managing behavioural matters or child protection concerns, conduct initial assessments of the issue and recommend an appropriate management strategy to the Chief Commissioner.
- Facilitate the delivery of the strategy by liaising with the appropriate Leaders/Commissioners and the individual who is the subject of the allegation, conducting meetings with parties where required, and preparing correspondence for Leaders/Commissioners.
- Liaise diplomatically between Scouts and other organisations who may from time to time be involved, such as NSW Community Services, Ageing, Disability and Home Care, the NSW Office of the Children's Guardian, NSW Ombudsman, the Police, or others.
- Oversee and advise on all matters of privacy and confidentiality pertaining to the reporting of issues, ensuring that information provided by Members and Commissioners is respected and dealt with ethically and diplomatically.
- Obtain ongoing legal advice from solicitors and guidance from child protection services regarding the management of serious issues/grievances.
- Liaise with solicitors representing Members or parents in relation to legal issues including Parenting Orders and Apprehended Violence Orders.

- Prepare documents including Witness Statements and file summaries for NSW Police, NSW Community Services and law firms in response to subpoenas and requests for information under 16A of the Care and Protection Act
- If required, attend Police Stations to discuss Scouts child protection matters and attend Court as a witness.
- Report matters to NSW Police, insurers, the NSW Office of the Children's Guardian and the Royal Commission into Institutional Responses to Child Sexual Abuse where required.
- Assist Scouts Australia National Office where needed, including contributing to the development of national policy, liaising with the Royal Commission into Institutional Responses to Child Sexual Abuse as the Association's representative, and assisting the National Office in responding to the Royal Commission's requests.
- In all matters of issues management, show prudence with respect to costs, avoiding unnecessary expenditure.

SUPPORT

- Connect Members in need of support to Members Support services (coordinated by the State Commissioner Members Support).

POLICY

- Regularly review the Leader Support Guides to ensure they are consistent with current law, community standards and the Association's values.
- Create new guidelines and Fact Sheets which simply and clearly translate key legal, ethical and procedural requirements into steps that can easily be followed by those with no legal training or understanding. Topics may include bullying, self harm, reporting child protection concerns, social media, adolescents and serious misbehaviour of Youth Members.
- Maintain a comprehensive, accurate and up to date knowledge of all guidelines and laws pertaining to child safety that may be relevant to Scouting, such as those from NSW Community Services and the NSW Office of the Children's Guardian.
- Attend Child Protection seminars and working groups on behalf of the Association.
- Assist Scouts Australia in its review and development of National and Branch policies.
- Liaise with other Scouts Australia Branches and international Scouts Associations from time to time about policy, procedures and recruitment.

TRAINING

- Provide assistance to the State Commissioner Adult Training and Development to ensure that the Leader Training Program includes appropriate child protection training.

BACKGROUND SCREENING

- Conduct Police Checks and Working With Children Checks on all Leader applicants, and random checks on all current Leaders, and manage the resultant process on behalf of the Chief Commissioner.

- Conduct periodic Police Checks and Working With Children Checks on employees, and manage the resultant process with the Chief Executive.
- Manage the introduction of the new Working With Children system, ensuring the Association's compliance with all obligations.

LEGAL CLAIMS AND INSURANCE

- Oversee any legal claims made against Scouts and advise Members, Commissioners and the Chief Executive accordingly.
- Monitor and record all relevant incidents, analyse patterns/intensity and report to the Chief Executive.
- Maintain oversight and make recommendations to the Chief Executive with respect to any insurance products/clauses that may be required for the proper protection of Scouts Australia NSW in areas of legal vulnerability.
- Play a lead role in managing any relevant insurance claims made by Scouts.
- Maintain an insurance notification register to provide to Scouts' insurance broker.

EMPLOYED STAFF

- Maintain and update Human Resources policies, procedures and materials relating to the Employed Staff of the Association. Liaise with the Association's human resources expertise provider.
- Provide assistance to staff and Managers regarding Human Resources issues, including assistance with interviewing, preparing recruitment packs and managing the documentation associated with employing new staff.
- Research and communicate correct pay rates under different employee Awards to State Office Payroll Department.
- Provide training to Managers about safety of employees working with children.
- Play a leadership and facilitative role in ensuring best practice in the Human Resources function of the Association.
- Monitor, review and report on the performance of the Human Resources and Issues Management Adviser function, according to established quantitative criteria.

OTHER

- Provide competent, polite and cheerful customer service to Members and the general public at all times, assisting them promptly and resourcefully with their enquiries.
- Provide support to the Communications and Development Manager in responding to media enquiries by reviewing History Files and drafting responses to media queries.
- Contribute to a safe workplace by identifying hazards and instigating prompt remedial measures, and comply with all Work Health and Safety laws and related Scouts guidelines.
- Attend and arrange agendas and minutes for relevant Committees.

Other Duties and Responsibilities

Other reasonable duties may be required from time to time, pertaining to this role or more generally to the work of the Employed Staff team.

Required Education and Training

- Tertiary qualifications in a field such as Social Work, Law, Child Welfare, Dispute Resolution, Human Resources or Psychology, or extensive experience at a senior level in policing/investigation.
- Formal training in coaching or mediation (preferably both).

Required Skills, Knowledge and Experience

Prior experience and depth of skill with respect to the majority of the items listed on this Position Description, including as a minimum:

- Broad and detailed knowledge of all relevant laws and guidelines.
- A very high level of interpersonal skill and insight, conducive to extremely competent management of contentious, emotionally charged and legal issues.
- An extremely articulate and accurate command of written and oral English, including both legal documentation and its distillation into straightforward language.
- A high level of competence in the use of common computer systems and office software packages.
- A background in, or knowledge of Scouting is desirable.

Necessary Personal Qualities and Behaviours

Behaviours and attitudes which meet the criteria set out in the Scouts Employed Staff Culture Model.

Available Resources (in addition to fellow staff mentioned above)

- Mentoring and supervisory input from the Chief Executive.
- Variable budgetary support, to be discussed and coordinated with the Chief Executive.
- Assistance from the Communication and Development Manager with respect to managing media and stakeholder relations.
- Support from the Assistant Chief Commissioner with respect to investigation and management of formal complaints, and legal issues.
- Guidance from the Operations Manager and Member Services Team with respect to existing policies and procedures.
- Assistance from Human Resources/other consultants with regard to soft-skills training and related matters.

I understand the above job requirements and the accompanying Culture Model guidelines, and that my fulfillment of these will form the primary basis of my performance reviews.

Signatures

NAME OF INCUMBENT: _____

SIGNATURE OF INCUMBENT: _____ DATE: _____

NAME OF MANAGER: _____

SIGNATURE OF MANAGER: _____ DATE: _____