

"C"

This is the attachment "C" referred to in the statement of Catharine Clements signed 1/10/13.

Position Description

POSITION TITLE:	Child Protection and Compliance Manager
REPORTS TO:	General Manager – Children's Services
LEVEL:	M1
ORGANISATION TEAM:	Children's Services Division
LOCATION:	Support Services with regular travel
EMPLOYMENT STATUS:	Full Time or Part Time (4 days per week option)

1. Organisational Context

About the YMCA

The YMCA a vibrant, not for profit charity, delivering contemporary programs that proactively change people's lives and strengthen communities we serve. Working with over 35 communities across NSW at more than 100 locations, the Y generates more than 4 million visits per year.

We stand for family, healthy living, developing young people and those less fortunate.

Our Values

The YMCA's operations are governed by four key values:

<i>Honesty:</i>	Honesty means integrity, trustworthiness, and fairness.
<i>Respect:</i>	Respect means acceptance, empathy, self-respect, tolerance.
<i>Caring:</i>	Caring means compassion, forgiveness, generosity, and kindness.
<i>Responsibility:</i>	Responsibility means commitment, courage and service.

Our Vision

Every community deserves a Y

The Y Difference

The Y has always been, and must continue to be an organisation whose "reason for being" is to use its strengths and capabilities to deliver programs and services to tackle important societal issues and to positively impact on the lives of the communities we serve.

Embedded in everything we do is our commitment to our 6 Community Strengthening Streams:

1. Membership and Fee Assistance
2. Youth Leadership
3. Volunteer Involvement
4. Family Programming & Engagement
5. Connecting and Belonging
6. Accessibility and Special Populations

The Y also delivers Benevolent Programs whose impacts are highly profound yet deal with a specific community need or marginalised population. These programs include Rebuilding Families, Indigenous Excellence, Youth at Risk and Disability Support.

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2. Position Summary

The Child Protection and Compliance Manager will be responsible for the organisations commitment to safeguarding and protecting young people who use our services. The key role of the Child Protection and Compliance Manager is to ensure our programs and services are delivered in accordance with departmental and legislative statutory responsibilities, policies and procedures.

The role includes managing, maintaining and coordinating compliance, licensing and auditing activities; maintaining records and liaison with management and operational staff. The Child Protection and Compliance Manager will also provide high level support regarding all auditing and licensing to the Children's Services Management team whilst providing expert advice and resourcing to ensure compliance across all YMCA program areas.

3. Duties & Responsibilities

The duties and responsibilities of the Child Protection and Compliance Manager are, but are not limited to:

▼ Compliance and Risk Management

- Ensure services are delivered in accordance with legislated responsibilities, policies and procedures
- Coordinate and monitor the implementation of the YMCA of Sydney Child Protection policies and procedures
- Conduct and implement regular audits, continuous quality improvement projects and quality reports
- Develop monitoring and reviewing frameworks to support operations, including a risk profile and strategies which minimise risk with a focus on best practice
- Monitors and report on program area practice standards and contribute to the improvement of practice standards across the organisation
- Assist and support staff to undertake continuous quality improvement within their program areas
- Identify training needs and co-ordinate the delivery of Child Protection related training across the organisation.

▼ Consultation with Management

- Provides advice, and assistance to Managers on operational policy and procedure matters
- Consult with managers to design effective policies, processes and systems
- Ensure Managers are fully aware of all quality, compliance and risk matters
- Engage and support through awareness raising and on the job coaching staff to complete quality, compliance and risk management programs
- Provides advice and practical assistance to managers on complex practice issues
- Assists Managers with all aspects of customer complaints in alignment with organisational policies

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- Consults with Communications and PR unit on appropriate messaging for customers and end users
 - Participate in the development of relevant submissions and tenders
 - Consult with Staff at a service level to enhance the quality of service operationally
 - Develop training resources along with strategic, technical and professional advice via a mix of direct delivery or coordinated and outsourced as appropriate.
- ▼ **Operational Policy and Procedure**
- Coordinate, review and implement organisational Child Protection Policy and Procedure
 - Contribute to the development and implementation of organisational wide policies, programs and activities at the local level that support and enhance organisational standards
 - Contribute to the activities that support individual program goals and encourage responsible innovation in practice
 - Ensure compliance with implemented policies and contribute positively to the work of the YMCA
- ▼ **Internal Stakeholder Relations**
- Maintain strong communications and consultation with managers of all YMCA program areas including, Camping, Recreation, Gymnastics, Children's Services, program taskforces and Centre Managers to ensure the Child Protection compliance needs are met on all levels of the organisation
 - Liaise with internal stakeholders, across all YMCA program areas for the purposes of reporting, critical incident response and consistency in process
 - Contribute to the YMCA of Australia Child Care Protection Taskforce
- ▼ **External Stakeholder Relations**
- Key point of contact for all enquiries, manage state audit and licensing calendar, coordinate and attend monthly operations meetings and maintain action list and notes, conduct group information workshops on key areas of audit and licensing responsibilities, draft correspondence and reports as required
 - Maintain compliance in relation to licensing requirements
 - Ensure all mandatory reporting has been completed and support managers at the local level

4. Key Performance Indicators

- ▼ New tools and systems to provide data required for reporting on the Child Protection initiative key result areas
- ▼ Quarterly reports provided to relevant Managers highlighting areas of risk and recommending strategies for improvement
- ▼ Consultation with Managers and staff regarding the design of Child Protection initiatives
- ▼ Child Protection risk analysis is conducted on all new services with documented risk mitigation strategies

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- ▽ Participation in local Child Protection agency meetings and other partnership opportunities including support and implementation of initiatives such as Purple Ribbon Day.
- ▽ Risk Reduction Strategies are integrated into new and existing program designs
- ▽ Process and procedures developed for centre compliance audits
- ▽ A timeline developed for roll out of program audits

5. Personal Attributes

- ▽ Self-motivated with demonstrated ability to work individually as well as part of a team
- ▽ Ability to review and monitor case decisions, chair planning forums, analyse data, identify trends and make recommendations to address issues
- ▽ Demonstrates insight, self-awareness and commitment to self-development, values diversity and displays professional integrity and impartiality
- ▽ Customer service focused

6. Qualifications & Experience

Essential

- ▽ Relevant tertiary qualifications and industry eg: social welfare, psychology or similar qualification
- ▽ Significant experience in child protection intervention and practice
- ▽ Demonstrated capacity to coordinate and manage an audit and compliance environment
- ▽ Excellent written and oral communication skills
- ▽ Excellent computer literacy skills
- ▽ Demonstrated ability to understand and maintain audit compliance systems
- ▽ Well-developed consultation and negotiation skills, and a demonstrated capacity to communicate policy, procedure and service needs
- ▽ Current driver's license and willingness to travel regularly

Desirable

- ▽ Previous experience in a not for profit organisation
- ▽ Certificate IV in Training
- ▽ Knowledge in the design, implementation and maintenance of business systems

7. Accountability

This position reports to and is accountable to the General Manager – Children's Services.

8. Conditions of Employment

- ▽ The successful applicant will be required to complete a Working with Children Check
- ▽ The position has a 6 month probationary period

