



Position Description

Job Title:	Child Protection and Issues Management Officer
Reporting to:	General Manager
Relationships:	Chief Commissioner, Deputy Chief Commissioner Issues Management, State Commissioner Members Support
Location:	Level 1, Quad 3. 102 Bennelong Parkway, Sydney Olympic Park NSW 2127

Purpose of the Position

This role is the first point of contact for Members and Commissioners to report Child Protection and other risk related matters involving complaints and grievances including those related to WHS. It provides initial triage and assesses and assists in the review of complaints, disputes and other matters. The Child Protection and Issues Management Officer also plays a key role in the development and implementation of child safe policies and procedures to support behaviours consistent with the Scout Promise and Law. The primary objective of the role is to assist the effective management and resolution of behavioural issues and to develop best practice child safe strategies.

Responsibilities & Duties

Key Responsibility Area 1: Child Protection and Major Behavioural Issues/Serious Matters

- Contribute to the safety and well-being of children and young people and fulfil all aspects of Child Protection Officer including the prompt reporting of matters to NSW Police and/or other agencies as required.
- Support the Association to manage behavioural matters including child protection concerns by conducting initial issue assessments, recommending appropriate management strategies and liaising with the appropriate personnel ,

Prepare correspondence for Leaders/Commissioners and prepare briefing papers, and support the management of the review process.

- Triage and contribute to the management of both historical and contemporary reports of child sexual abuse.
- Monitor issues and trends in Child Safety and Child Protection and brief the GM on any changes to the legal/regulatory environment;



Key Responsibility Area 2: Support

- Connect Members in need of support to Members Support services
- Provide briefings and training to Members Support Commissioners and Leaders.

Key Responsibility Area 3: Policy Development and Training

- Regularly audit, review, and develop best practice child safe strategies
- Regularly review, assess and develop best practice in the area of WHS and other related risk areas to develop an overall risk framework.
- Implement child safe practices including relevant policies, procedures, Leader Support Guides and Fact Sheets on behalf of and in conjunction with the Chief Commissioner, General Manager and Deputy Chief Commissioner Issues Management and ensure that the Leader Training Program and eLearning modules include appropriate up to date child protection, conflict resolution and other relevant topics.
- Develop and deliver as required workshops and training in Child Safety, WHS and related areas.

Key Responsibility Area 4: Screening

- Supervise the conduct of initial and subsequent regular police checks and Working With Children Checks (WWCC) on all employees and applicants for volunteer roles.
- Manage and oversee the new Working with Children system, ensuring the Association's compliance with all obligations, including responding to requests from the Office of Children's Guardian.

Key Responsibility Area 5: Maintain sound Relationships

- Maintain good working relationships with the Chief Commissioner, DCC Issues Management, NSW State Office team, State and Region Commissioners.
- Maintain relationships with NSW Police, the NSW Office of the Children's Guardian, NSW Ombudsman, Family and Community Services.

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 Academic Qualifications

Essential	Desirable
Tertiary qualifications in a field such as Social Work, Law, Child Welfare, Dispute Resolution, Psychology, or extensive experience at a senior level in policing/investigation.	Formal training in coaching or mediation

Required Work Experience & Skills

Core Competencies Required

Essential
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.
Broad and detailed knowledge of all relevant laws and guidelines.
Excellent interpersonal, oral and written communication skills; ability to liaise effectively with internal and external stakeholders
Highly organised with the ability to multitask and meet strict deadlines
Excellent time management and ability to plan ahead
A high level of competence in the use of common computer systems and office software packages.
Able to work independently, autonomously and with limited supervision

Key Performance Indicators

Positively contribute to a culture of Child Safety	Developing, improving and communicating, best practice child safe strategies and policies is a key aspect of this role.
Minimisation of grievances and proactive resolution and management of child protection issues	Act proactively to ensure grievances and child protection issues are dealt with promptly and at the appropriate level within the organisation.
Minimised issues of legal compliance	The occupant of this role will need to ensure that serious behavioural issues, grievances and child protection concerns are



	dealt with in a timely, confidential, sensitive and legally compliant manner. Issues of child care and protection must be reported.
Policy Development and Training	The role requires on going monitoring and development of policy in the areas of child safety, child protection and relevant risk related areas including WHS.
WWCCs, Criminal Record Checks and other necessary screening checks complete	The occupant of this role will need to ensure all relevant personnel have valid and up-to-date WWCCs, Criminal Record Checks and any other necessary checks before coming into contact with children/young persons. This is a prevention mechanism.
Quality of Relationships with relevant child protection agencies and the Chief, Deputy Chief, State and Region Commissioners	Quality relationships and frequent and detailed communication with these parties is key for ensuring that issues are managed with due process and in a timely and thorough fashion.
Training modules, fact sheets and policies up-to-date and accurate	The occupant of this position must ensure that relevant parties are kept abreast of appropriate procedures and information pertaining to child protection, conflict resolution, and other risk related areas including WHS.

Acknowledgement

Employee Name _____

Employee Signature _____ Date _____

Manager Name _____

Manager Signature _____ Date _____

Performance review period: Annually



Next review date _____

Approved by General Manager (Signature): _____ Date _____