



YMCA NSW

Child Protection Manager

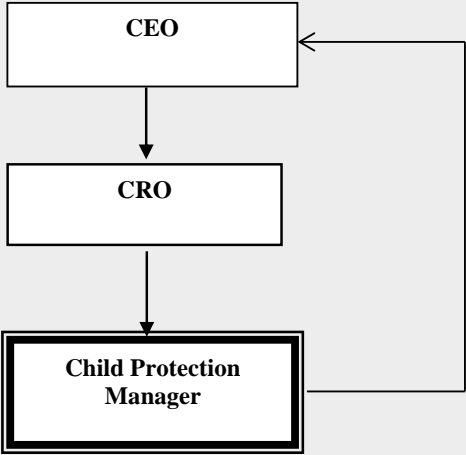
Job Title:	Child Protection Manager
Reporting To:	Chief Risk Officer and Chief Executive Officer
Role Purpose:	The Child Protection (CP) Manager will manage activities related to a child safe organisation (CSO), this includes building capacity, monitoring compliance, interpretation of policy, and management of child protection incident responses and investigations.
YMCA Mission:	The YMCAs of Australia work from a base of Christian values, to provide opportunities for all people to grow in body, mind and spirit.
YMCA Vision:	<i>We are making a positive difference, by providing each and every person with the opportunity to be healthy, happy and connected.</i>
YMCA Core Values:	Honesty Respect Caring Responsibility Safety
Commitment to Child Protection:	<p>YMCA NSW will uphold practices that promote the safety, welfare and wellbeing of children and young people. We recognise that child protection is a community responsibility. We are committed to providing an environment where children and young people can learn and grow, are respected and valued and feel happy and safe. We:</p> <ul style="list-style-type: none"> • Respect the rights of children; • Do not tolerate child abuse of any kind; • Take all complaints and allegations seriously; • Educate our staff on their responsibility in recognizing and reporting abuse. <p><i>Our motto is “if you see something, say something”</i></p>
Key Challenges:	<ul style="list-style-type: none"> • Manage complex child protection incidents • Ensure compliance with regulations, and requirements and policies and procedures • Effectively identify and manage risks • Capability building across the organisation



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- Key Result Areas:**
- Build, maintain and leverage external relationships
 - Compliance with NSW child protection legislation, regulations and quality frameworks
 - Effective reporting and investigations
 - A learning culture through CSO practice
 - CSO-related risk is known and managed
 - Actively support YMCA's purpose and values

A. ORGANISATION CHART



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**B. JOB REQUIREMENTS (What are the key activities for the role?)**

Key Result Area 1	<input type="checkbox"/> Compliance with NSW CP legislation, regulations and quality frameworks
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none"> Promote and demonstrate a commitment to the safety, welfare and well-being of children Demonstrate and drive a thorough understanding and compliance with all external CSO-related requirements and YMCA NSW CSO Policies/ Procedures and legal responsibilities Converse with and assist staff to make quality reports to the CS helpline and other external child protection regulatory agencies Assist staff to develop skills to understand and garner information about the concerns they have and respond effectively to the needs of children. Build the knowledge and capacity of the YMCA NSW services and programs in the implementation of CSO Standards. 	<ul style="list-style-type: none"> Incidents that occur are dealt with in a timely, effective and appropriate manner. Organisational learnings drive continuous improvement. Effective relationships are developed and maintained with internal and external stakeholders. YMCA NSW staff are aware of their obligations and comply with them at all times.
Key Responsibility Area 2	Reporting and Investigations
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none"> Coach and support staff to make good decisions in relation to potential and actual child protection matters Support mandatory reporting to ensure quality reporting is maintained. Investigate, conduct and/or manage complex and sensitive investigations as required 	<ul style="list-style-type: none"> Investigations are conducted in a sensitive, timely and thorough manner. Investigation reports are concise, clear, cover all relevant aspects and meet the needs of all stakeholders. Investigations are conducted in accordance with industry



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<ul style="list-style-type: none"> • Prepare or supervise the preparation of reports from investigations for external and internal stakeholders • Quality and timely reporting of child protection incidents to appropriate external regulatory agencies such as the NSW Ombudsman and Community Services • Conduct root cause analysis of complex incidents and give remedial recommendations • Ensure the appropriate recording of and response to Critical Incident notifications • Work with field staff to address practice issues arising from investigations • Provide advice on policy and practice changes 	<p>standards/protocols.</p> <ul style="list-style-type: none"> • A complete record of each incident is maintained in the YMCA NSW’s case management system. • Quality and timely reporting to appropriate external regulatory agencies occurs for every child protection incident.
<p>Key Responsibility Area 3</p>	<p>CSO-related risk is known and managed</p>
<p>Key Tasks:</p>	<p>Job holder is successful when:</p>
<ul style="list-style-type: none"> • Provide accurate and timely advice to staff, to ensure strong child protection incident management and to mitigate organisational risk in the area of Child Protection. • Provide oversight on high profile or high risk child protection incidents • Assist with the development of an organisation strategy for end to end CSO processes, and provide technical leadership for CSO within the organisation • Complete a complex variety of tasks in an organised manner and quickly change and adapt to new priorities. 	<ul style="list-style-type: none"> • Risks are identified, analysed and mitigated in a timely and effective manner that meets CSO standards/obligations. • Staff, stakeholders and business partners are aware of CSO-related risks and understand their role in relation to child protection. • Staff, stakeholders and business partners actively minimise, manage and mitigate CSO-related risks. • Continuous improvement drives a reduction in incident rates and their severity over time.



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C. PURPOSE AND VALUES REQUIREMENTS

Core Area of Responsibility	Actively Support YMCA Purpose and Values
Key Tasks	
<ul style="list-style-type: none"> • Actively support YMCA NSW mission, vision and values • Positively and constructively represent The YMCA to external stakeholders all the time • Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behavior at all times; • Operate in line with YMCA NSW policies and practices • To help ensure the health, safety and welfare of self and others working in the business; • Follow reasonable directions given by the organisation in relation to Workplace Health and Safety. • Commitment to Child Protection – ensure that all staff including self uphold practices that promote the safety, welfare and wellbeing of children and young people 	

D.RECRUITMENT INFORMATION (The essential knowledge, experience, skills and personal attributes required for the job)

Competencies

- Positive leadership skills
- Case Management skills
- Organisation skills
- Internal and External Stakeholder Relationship Management
- Technical expertise
- Coaching and mentoring skills
- Organisational Awareness
- Values Alignment
- Results Orientation
- Communication and Influence



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Competencies

- Analytical skills

Experience and Qualifications

- Familiarity with child protection legislation and the field of child protection.
- Familiarity with Child Safe organisation principles as described by the Office of the Children's Guardian NSW.
- Experience and proficiency in the management of child protection concerns and incidents, investigations and case management.
- Experienced Child Protection Worker who has a proven record in working in child protection or casework with complex families.
- Strong analytical skills with the ability to quickly ascertain concerns for children's safety and wellbeing and make the appropriate decisions to ensure safety and wellbeing.
- Comfortable to direct staff to undertake activities to realise an outcome for the safety and wellbeing of the child or children.
- Relevant experience working in a Non-Government or Government Community Services environment, and in depth knowledge of statutory child protection.
- Proficient in coaching, influencing, facilitation, presentation, communication, analysis and problem solving.
- Excellent analytical, interpersonal, and collaboration skills in a diverse environment. Proven ability to work as an effective team member.
- Experience developing and interpreting complex or challenging policies.
- Experience in communicating and influencing organisational leadership and management decisions.
Very strong organisational skills; ability to complete a complex variety of tasks in an organised manner and to quickly change and adapt to new priorities.

E.APPROVAL

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Manager's Name:		Manager's Signature:		Date:	
Employee Name:		Employee Signature:		Date:	