

## The purpose of this position

- The **purpose** of the position is to implement the Client Safeguarding Framework (CSF) and Work Plan. The CSF aims to prevent harm to our clients by embedding safeguarding policy and practice across all our business and operations teams.

## About the position

- This is a senior and self-directed role **reporting** to the **Manager Risk and Quality**
- This position is a full-time, time-framed project lead position for approximately 6 months
- The position is designated **Band 7** under the **Schedule of Authorities and Delegations**
- This position is a TRP grade/ Classification level
- The position may work remote/hybrid and may be required to travel intra/interstate

## Key areas of responsibility

1. Develop and implement a Client Safeguarding Framework (CSF) change management and communication project plan
2. Work with Operations (client facing services, programs and practice teams) and Business Units (all other non-client facing teams across Benevolent) to ensure the CSF is implemented and understood in our day-to-day practice by:
  - a) identifying client safeguarding gaps; and
  - b) developing, implementing and monitoring corrective or improvement actions for strengthening safeguarding related policy, process, system and/or practice

This includes working as part of the operations and business unit teams to develop, review and update safeguarding gaps in our guiding documents, records, templates; and develop, implement and monitor corrective actions for approval by the relevant Director

3. Ensure the gaps identified are closed out by developing and logging corrective and improvement actions in the Continuous Quality Improvement Log; and the closing out of corrective actions are monitored monthly by the relevant governance committee e.g. Quality & Safeguarding Committees, Business Unit Meetings, Operational Management Group
4. Develop and implement the required change management and capability building by developing and/or delivering local training, tools and templates in partnership with each Business Unit and Operations Directorates
5. Apply the principles of project management and provide regular reporting on the implementation of the CSF Project and Workplan to the Operational Management Group including identifying any delays or barriers to implementation; and
6. Escalate immediately to the Manager Risk & Quality on any identified barriers to the implementation of the CSF workplan.

## Key outcomes

**When things are going well, we would expect to see these outcomes:**

### The Benevolent Society

- Project deliverables are met within the agreed timeframes
- Safeguarding outcomes for clients are maximised through a collaborative approach to implementation of safeguarding practice and process
- Service and business unit teams are aware of their client safeguarding obligations and have the knowledge, skills and confidence to apply the principles and processes of client safeguarding

## Key Capabilities

### Essential criteria

- Relevant tertiary qualifications and senior experience in safeguarding and or working with vulnerable people in the child, youth & family, ageing, disability, child protection and/or legal environments
- Strong project and change management skills
- Skills in report writing, quality management, compliance, and risk management
- Experience and understanding of the safeguarding requirements and roles of regulators across multiple jurisdictions relating to Disability, Ageing, Child Youth & Family Services e.g. Office of Children's Guardian NSW, Early Childhood Regulatory Authority QLD etc
- Strong communication abilities and a genuine commitment to making a difference in the lives of vulnerable individuals
- Previous responsibility for, or demonstrable skills in, leading or supporting a human service program, or suite of programs, to develop, implement and evaluate client safeguarding strategies and practices.
- Demonstrated knowledge / capacity in the following areas:
  - identifying the potential risks to children, young people, families, and adults of abuse and harm in the workplace environment
  - awareness of the unique safeguarding needs of vulnerable groups, including First Nations, CALD (Culturally and Linguistically Diverse), people with disabilities, and individuals with lived experience of trauma.
  - using knowledge of child-safe and client-safe policies, procedures, and practices to evaluate the work environment for its role in promoting or preventing client harm and developing appropriate responses.
  - assessing and evaluating the effectiveness of risk management and safeguarding strategies, including the situational harm prevention model, and applying these to specific service environments
  - fostering a safeguarding culture through protective and preventive procedures and practices within the organisation
- Current WWCC (NSW or other relevant jurisdictions)
- Current drivers licence

### Key attributes

- Demonstrated experience working with, and/or knowledge of standards and regulatory compliance frameworks relating to one or more of Benevolent service areas
- Demonstrated understanding of Client Safeguarding Principles and working with vulnerable people
- Knowledge of key practice and process requirements in one or more of Benevolent programs and portfolios e.g. service delivery standards and regulatory compliance requirements

## The Benevolent Society

- Experience in identifying opportunities for and implementing quality improvements within programs or services
- Strong policy, operational procedure, and report writing skills
- Confident presentation, communication and facilitation skills
- Ability to analyse and simplify complex systems, processes and policies
- Excellent stakeholder and people engagement skills
- Ability to raise issues and concerns to stakeholders and influence positive project outcomes
- Skills in analysing data and creating reports using the MSOffice 365 suite

## People who know this position say that

### People who know this position say the things that might make your day are:

- Working with our teams to achieve positive, effective safeguarding systems, processes and capability to support person centred, safe, connected and effective client service delivery and a positive client experience
- Seeing client feedback and data that indicates a high level of satisfaction with service safety

### People who know this position say some key challenges you might experience are:

- Applying policy consistently across the organisation whilst acknowledging and working with the nuances of multiple service types, models, and client cohorts
- Working with stakeholders who have multiple project accountabilities at the same time
- Balancing competing deadlines and priorities within required timeframes when project deliverables are dependent, in part, and/or interdependent on the work of others not in your team

## Work and flexibility

While Benevolent has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion intra and interstate.

### This position may require:

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Overnight travel/stays.                                       | <input type="checkbox"/> Weekend work.          |
| <input checked="" type="checkbox"/> Travel between office locations/regions.                      | <input type="checkbox"/> Evening work.          |
| <input type="checkbox"/> Travel to clients (varied locations).                                    | <input type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. |   |
| <input checked="" type="checkbox"/> Use of Benevolent pool cars.                                  |   |

## Key relationships

**We work collaboratively with each other and in particular this position works closely with the following key stakeholders:**

### The Benevolent Society

## Within The Benevolent Society:

- Team Leaders, Managers, Directors and Executive
- Service teams
- Human Resources, Finance and Property Business Partners
- Corporate Services, Marketing, Learning & Development
- Impact, Data and Evaluation Unit
- Practice Team
- Risk, Quality, Compliance & Audit Team
- Administration Staff

## Outside The Benevolent Society:

NA