



POSITION DESCRIPTION

Title of Role:	Senior Child Safety & Investigations Officer	Classification Level:	6
Business Unit:	Operations / Head Office	Type of Appointment:	Ongoing, part time (0.8 FTE)
Division:	Operations	Position Number:	
Award Type	SCHCADS		

YSAS Vision

A community where all young people are valued included and have every opportunity to thrive.

YSAS Purpose

To enable young people experiencing serious disadvantage to access the resources and support they require to lead healthy and fulfilling lives.

YSAS Values

Honesty	We are impartial and authentic in our practice and in how we relate to colleagues within and outside of our organisation.
Empowerment	We create a positive environment for staff and young people to make valuable contributions.
Accountability	We set high standards and we are answerable for our decisions and actions.
Respect	We respect the rights of others and treat others as we would like to be treated.

Child Safety

YSAS is a child safe organisation. We actively promote the safety and wellbeing of young people, and are committed to protecting young people from harm or abuse who come into contact with and/or access our service. Applicants must undergo rigorous screening and recruitment processes, including providing evidence of current WWCC and National Police Check prior to commencing employment.

Position Purpose

To drive best practice in child safety at YSAS and to ensure a timely and effective investigative review response to child safety and other critical incidents at YSAS.

Reporting Relationships

This role reports into the Quality & Risk Manager.

This role has as direct reports:

- Nil

Key Relationships/Interactions

The primary stakeholders that this role will interact with are:

- YSAS Chief Operations

- YSAS General Managers
- YSAS Managers
- YSAS Senior Nurse Consultant
- YSAS HR Department
- Commission for Children and Young People
- DHHS CIMS

Key Challenges

Incumbents in this role must be a central consultation point on any child safe matter at YSAS, and conduct, coordinate and participate in complex investigations and reviews of child safety issues and other critical incidents that impact on service quality and safety. This will involve an understanding of key legislative and contractual framework, and an ability to work with and respond to highly sensitive organisational incidents.

Special Conditions

Prior to commencement of employment incumbent must provide YSAS assurance of their:

- Working with Children’s Check (WWCC).
- Satisfactory National Police Check (NPC).
- Any relevant required professional registrations (e.g. AHPRA, CPA, etc)
- Driver’s licence.
- Copies of all relevant qualifications.

Other relevant role information

- It is preferable that incumbents in this role have a current First Aid Certificate (level 2) – this may be completed during incumbent’s probation.
- Some out of hours work may be required.
- The incumbent of this role may be required to work at various different YSAS sites depending on YSAS operational requirements.

YSAS Conditions

All YSAS employees are required to work in accordance with including but not limited to:

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation)
- Fair Work Act (2009)
- Relevant Awards, Enterprise Agreement
- Duty to maintain privacy and confidentiality
- Smoke Free Workplace
- Code of Conduct
- Child Safety best practice
- Other YSAS policies and procedures, which may be amended from time to time.

Responsibilities

This position description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Senior Child Safety and Investigations Officer is responsible for:

Key Responsibilities <i>(delete any that are not applicable)</i>	Major Responsibilities	Performance Indicator/Measurement
Consultancy and Advice	<ul style="list-style-type: none"> • Be the YSAS key contact for young people and staff on any safeguarding young people matter. 	<ul style="list-style-type: none"> • Key stakeholders within YSAS are supported to work towards preventing and managing child safety issues. • Key stakeholders within YSAS have an increased sense of confidence and

	<ul style="list-style-type: none"> • Work in partnership with the YSAS staff group to upskill their knowledge and practice related to child safety • Understand and comply with the intent and principles of YSAS Safeguarding Young People Policy, including reporting any suspected child abuse to the relevant child protection authorities and Victoria Police. • Provide a contact point with relevant child protection authorities and/or Victoria Police in their investigations of suspected child abuse in care. • Directly liaise with relevant child protection authorities and/or Victoria Police in their investigations of suspected child abuse in care. • Assist and advise with internal child safety investigation process. 	<p>understanding in managing issues related to child safety in their practice</p> <ul style="list-style-type: none"> • Child safety issues at YSAS are reported and managed according to legislative and policy obligations.
<p>Investigative review conduct</p>	<ul style="list-style-type: none"> • Conduct, coordinate and participate in complex investigative reviews of child safety and other critical incidents in accordance with legislative, contractual and policy requirements • Interview all relevant parties subject to child safety or critical incidents, including young people, their families and carers, staff, and management. • Review and analyse written material and evidence including internal and external reports, policies/procedures and standards, clinical records, incident reports, interview transcripts and other documents. • Prepare complex written materials including detailed investigation reports, panel briefs, interview questions, correspondence, chronologies and other documents. • Participate in the development and implementation of approaches to investigation, review, assessment and complaint resolution which are accessible, responsive and informed by consideration of rights, needs and views of young people. • Actively contribute to the development of investigation and review practice guidelines and materials, and to strategic projects. 	<ul style="list-style-type: none"> • Child safety and other critical incident reviews are conducted according to legislative and policy obligations

Risk identification and response	<ul style="list-style-type: none"> • Work with Program Managers and Team Leaders to ensure child safety risk is identified and mitigated, including through audit • Monitor and support implementation of program of organisational child safety activity. 	<ul style="list-style-type: none"> • Child safety audit review cycle established. • Child safety work plans developed and monitored.
Stakeholder Engagement	<ul style="list-style-type: none"> • Work with relevant internal and external stakeholders to ensure child safety and critical incident obligations are understood and met 	<ul style="list-style-type: none"> • Internal stakeholders understand and are supported to meet child safety and critical incident review obligations
Education and Training	<ul style="list-style-type: none"> • Ensure all YSAS staff have access to appropriate child safe training and development activities. • Work with managers and the YSAS Learning and Development team to continually improve the design and delivery of child safety training. • Develop and deliver child safe training packages. 	<ul style="list-style-type: none"> • Child safe training reviewed / refined according to organisational needs • Child safe training conducted as per organisational need.
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to continuous quality improvement in relation to child safety and critical incident review processes and systems. • Developing linkages with referral and resource services. • Participation in evaluation and ongoing monitoring of child safety and other quality and risk activity • Include young people, their families and carers in the evaluation of the service where appropriate. • Collaborate with other support services and community based activities to integrate support and provide optimal service provision. 	<ul style="list-style-type: none"> • Ensure all work complies of the relevant legislation/ regulations, YSAS' policies and procedures • Ensure confidentiality of documentation is maintained
Corporate Compliance	<ul style="list-style-type: none"> • Regularly review relevant YSAS policies and practices and assist with the development of new policies required to meet child safe and critical incident review best practice, legislative and contractual obligations. • Ensure changes to legislation or advice received from child protection authorities are promptly responded to and ensure that changes are brought to the attention of all management levels, including the YSAS Board. • Ensure a timely response to the investigation of suspected child abuse that involves a YSAS young person, employee, volunteer or involved parties. 	<ul style="list-style-type: none"> • Child safe policies and other relevant organisational policies are reviewed and updated according to changes in child safety legislative obligations, YSAS policy review cycle, and other organisational requirements. • Young people are involved in the review and development of child safety policies.

Qualifications, Skills, Knowledge and Experience relevant to the role

Education	<ul style="list-style-type: none"> • Bachelor degree in Youth Work, Social Work, Community Development or health Sciences or equivalent. • Post graduate studies in relevant field desired.
Experience	<ul style="list-style-type: none"> • Experience as a Team Leader, Manager or above • 7 years+ experience in youth related field • Demonstrated experience in delivering training and support to staff • Demonstrated recent and relevant experience in the conduct of sensitive and complex investigations and/or reviews.
Knowledge and Skills	<ul style="list-style-type: none"> • Well developed understanding of child safety issues in practice. • Well organised but able to flex and manage competing priorities and deadlines. • Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills. • Strong analytical thinking and problem-solving skills and ability to deliver innovative solutions. • Good judgment, able to influence others and seen as a credible source of advice. • A passion for teaching and coaching and experience developing materials or activities for communicating information or ideas.
Personal qualities	<ul style="list-style-type: none"> • A team player, able to work in a collaborative way. • Has tact, sensitivity and diplomacy; ability to think on feet and act proactively with discretion. • Able to work autonomously when required. • Commitment to personal learning, development and improvement in pursuit of own performance objectives and those of the team and organisation. • Demonstrated emotional intelligence. • Commitment to YSAS' values and a working style that reflects these.

Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Senior Child Safety and Investigations Officer. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in YSAS's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category	Level	Behaviours
Strategic Direction	Strategic / Tactical	<ul style="list-style-type: none"> • Seeks to gather and understand all critical information when planning and making decisions • Anticipates risks and manages these accordingly • Ensures plans and objectives are communicated to others • Promotes creative and innovative thinking • Communicates risks and issues from employees to senior management • Is sensitive to political drivers influencing priorities and decisions

Category	Level	Behaviours
Achieves results	Strategic / Tactical	<ul style="list-style-type: none"> • Critically evaluates an issue prior to determining a course of action • Considers potential implications of available solutions • Is accountable for the delivery of timely and accurate results • Confidently makes judgements about which tasks to prioritise and which to re-negotiate • Sets clear expectations around quality of work and timeframes
Business Excellence	Strategic / Tactical	<ul style="list-style-type: none"> • Considers future needs of YSAS and promotes training and development to build capability • Gives timely praise and recognition • Gives clear and honest feedback • Challenges others to seek business improvements • Ensures employees are trained and competent to deliver outcomes • Reviews existing procedures to streamline and improve business processes
Working Relationships	Strategic / Tactical	<ul style="list-style-type: none"> • Uses appropriate strategies to constructively manage and resolve conflicts/disagreements promptly • Understands the extent for potential to compromise and uses this in negotiation • Consults with relevant stakeholders about changes which may impact on their work • Actively identifies key internal and external stakeholders and builds rapport with these individuals • Adapts their approach to suit the situation and audience • Understands the needs of others and uses this for motivation
Personal Drive and Professionalism	Strategic / Tactical	<ul style="list-style-type: none"> • Models courteousness and professionalism in the workplace • Demonstrates integrity and ethical behaviour • Provides impartial and constructive advice to others • Clearly voices professional opinion and challenges difficult or controversial issues • Remains positive when faced with difficult challenges • Seeks feedback on performance • Seeks learning opportunities to strengthen areas for personal development • Ensures procedures are put in place to maximise safety and welfare in the workplace

Selection Criteria for Appointment into Role

- 1. Demonstrated understanding of child safety issues in practice.
- 2. Knowledge and understanding of relevant legislation, policies and issues informing health services for young people, their families and carers, particularly in the area of child safety.
- 3. Demonstrated experience in conducting, coordinating and participating in the investigative review of child safety and other critical incidents.
- 4. Demonstrated experience in delivering training and support to staff.
- 5. Proven ability to work autonomously.

Incumbent Statement

I accept the PD as acknowledged above and understand that the PD will be reviewed as required. I also understand that the PD may need to be amended occasionally due to variations in responsibilities and organisational requirements. Changes to the PD will be consistent with the purpose for which the position was established.

Acknowledged by occupant			/ /
	(Print name)	(Signature)	
Acknowledged by line manager			/ /
	(Print name)	(Signature & title)	

Job and Person Specification Approval

...../...../..... DELEGATE (GM or Chief)