

## AASW Position Description

### 1. POSITION SUMMARY & STATEMENT

<b>JOB TITLE</b>	Professional Officer – Ethics and Standards
<b>DEPARTMENT</b>	Professional Standards
<b>REPORTS TO</b>	Team Leader, Professional Standards Ethics
<b>DIRECT REPORTS</b>	Nil
<b>AWARD</b>	Clerks Private Sector Award 2020
<b>CLASSIFICATION</b>	Level 3
<b>HOURS OF WORK</b>	38 hours (full time)
<b>DIMENSIONS</b>	Ongoing
<b>DATE</b>	June 2020

#### Position Statement

The Australian Association of Social Work is a self-regulating body that sets high standards of ethical and professional behaviour for itself, members and the profession as described in the AASW Code of Ethics. The AASW receives and responds to both consultations and complaints from members and the public about the standards of social work practice.

The Professional Officer, Ethics and Standards will work within the AASW's Ethics Framework and collaborate within relevant program areas across the department and will be supported by the Team Leader Ethics and Standards. The Professional Officer may research and then provide verbal or written information in relation to ethics and practice issues and assist in linking ethical and best practice decision making to the Code of Ethics, Practice Standards and broader ethical and practice theories.

The Professional Officer will also support a best practice approach and ensure complaints are processed through the Ethics Complaints Management Process in a timely manner and in accord with the governance processes as set out in the AASW By Laws on Ethics and other relevant guiding documentation.

The Professional Officer will also assist in the review and implementation of practice standards and development of improved processes and other key initiatives to support and embed positive conduct, identification and reporting of integrity and ethics matters.

## 2. KEY ACCOUNTABILITIES

<b>Objective 1:</b> Delivering the AASW's Ethics and Standards Consultation Service	<ul style="list-style-type: none"> <li>• Research and then provide verbal or written information in relation to ethics and practice issues.</li> <li>• Assist in linking ethical and best practice decision making to the Code of Ethics, Practice Standards and broader ethical and practice theories.</li> <li>• Provide a customer-oriented approach to consultations</li> </ul>
<b>Objective 2:</b> Participating in the delivery of the Ethics Complaints Management Process	<ul style="list-style-type: none"> <li>• Receive and undertake preliminary assessments of potential complaints, make an assessment against criteria and determine appropriateness, refer all eligible complaints in accordance with the Ethics By Laws and the Ethics Complaint Management process and other overarching governance requirements i.e. privacy</li> <li>• Case-management of complaints of alleged breaches of AASW's Code of Ethics in accordance with the AASW By Laws on Ethics and the Ethics Complaint Management Process</li> <li>• Liaising with and providing secretariat support to the relevant parties (such as Complainants and Respondents; Ethics Case Reviewer; Ethics Council, Conciliators, Mediators, Hearing Panels, or other formally constituted panels</li> <li>• Managing the files associated with alleged complaints in accord with Privacy legislation</li> <li>• Participating in upholding the integrity and probity of the Ethics Complaints Management Process</li> </ul>
<b>Objective 3:</b> Developing, reviewing and monitoring professional standards and guidelines	<ul style="list-style-type: none"> <li>• Contribute to the Professional Standards documentation as required</li> <li>• In collaboration with the Team Leader, Professional Standards Ethics, develop other practice-based resources/guidelines to complement the existing range of information on professional standards</li> <li>• In collaboration with the Team Leader, Professional Standards Ethics, review processes periodically to ensure processes are efficient and effective</li> </ul>
<b>Objective 4:</b> Reporting, Information and Advice	<ul style="list-style-type: none"> <li>• Assist in the preparation of monthly or other reports as requested</li> <li>• Provide other AASW staff or program areas with advice as requested.</li> <li>• Develop in collaboration with Ethics Office Team, information for members to be published (eBulletin/Annual Report) on matters relating to ethics including assisting members with preventative strategies</li> </ul>
<b>Objective 5:</b> General	<ul style="list-style-type: none"> <li>• Undertake alternate tasks as may be required from time to time to a professional standard</li> <li>• Provide assistance to other employees as maybe reasonably required</li> <li>• Active involvement in quality and continuous improvements, and always seek best practice in fulfilling your role</li> <li>• Maintain an up to date knowledge of skills and tasks through ongoing education</li> <li>• To undertake strategic developments using structured project management tools and processes</li> </ul>

## 2. KEY ACCOUNTABILITIES

### 3. CORE COMPETENCIES AND CAPABILITIES

These competencies and capabilities are fundamental requirements for this employment position and the employee is required to meet these requirements.

#### **Personal Responsibility**

Complies with the AASW Code of Conduct at all times. Anticipates and adapts willingly to changing demands and situations. Works positively within a team and supports the Team Leader and Manager to create a positive morale. Takes personal responsibility for awareness and compliance with all procedures, standards, practices, and policies of the AASW in so much as they apply to the relevant position. Willingness to acquire new skills and willingness to undertake further training as required.

#### **Regulatory Compliance – Privacy, Safety, Health, and Environment**

Ensures a strong awareness and compliance with Regulatory Standards to ensure ongoing privacy, safety, and security of stakeholders, and takes appropriate preventative measures to minimise the risk of adverse incidents. Assist in the provision of a safe and healthy workplace by identifying and responding to hazards in an appropriate manner. All staff are expected to operate in accordance with the aims and intent of the shared values of:

- Respect for persons
- Social justice
- Professional integrity

#### **Leadership and Communication**

Leads or promotes initiatives in their work area to ensure effective performance and achievement of the objectives. Promotes a positive and collegiate team spirit and communicates effectively and professionally with fellow employees, management, members, suppliers and service providers.

#### **Business Acumen**

Applies a broad perspective to their contribution to ensuring ongoing viability of the AASW and seeks to achieve strong performance, efficient use of financial and physical resources, and seeks to minimise waste and poor performance.

#### **Service Quality and Efficiency**

Maintain service quality and efficiency and take part in quality assurance processes

#### 4. SELECTION REQUIREMENTS – PERSON DESCRIPTION

TECHNICAL ATTRIBUTES	INDIVIDUAL ATTRIBUTES
<p>Essential Requirements</p> <ul style="list-style-type: none"><li>• Relevant tertiary qualification in Social Work</li><li>• An understanding of the AASW Code of Ethics</li><li>• Demonstrated high-level communication skills including verbal, written and report writing skills</li><li>• Ability to work well under pressure and to respond flexibly to changing circumstances</li><li>• Demonstrated ability to manage effectively a high and complex caseload and deliver to deadlines</li><li>• Experience in mentoring or providing social work supervision</li><li>• Ability to ensure privacy and confidentiality over information provided, as appropriate</li><li>• Proficiency in the use of information technology</li><li>• High level analytical and research skills</li></ul> <p>Desirable Requirements</p> <ul style="list-style-type: none"><li>• An understanding of the principles of natural justice and good governance</li><li>• Demonstrated experience in a regulatory environment</li><li>• Demonstrated understanding of the compliance role in a self-regulating profession</li><li>• Demonstrated experience with continual quality improvement frameworks and implementation</li></ul>	<p>Essential Requirements</p> <ul style="list-style-type: none"><li>• Excellent organisational, time management and planning skills</li><li>• Excellent communication skills both written and verbal</li><li>• Excellent interpersonal skills</li><li>• Ability to work autonomously with minimal supervision</li></ul> <p>Desirable Requirements</p> <ul style="list-style-type: none"><li>• Management and leadership skills</li></ul>