



Scouts NSW

**Position
Description**

**Child Protection &
Issues
Management
(CP&IM Assistant)**

Purpose of the position

The Child Protection and Issues Management (CP&IM) Assistant is the professional staff member responsible to the Child Protection & Issues Management Officer for:

- Working jointly with the CP&IM Officer, the Senior Research Officer and the State Commissioner (Child Protection & Issues Management) [SC (CPIM)] in the Child Protection and Issues Management area to improve the documentation, reporting and resolution of issues.
- Ensuring correct application of issues management policies and procedures in all Regions with regard to ensuring that Scouts NSW Members, Supporters and Professional Staff follow legislative requirements with respect to reporting.
- Respond in a timely manner to notifications of incidents
- Assisting in the streamlining of the issues management process through continuous process improvement
- Enabling Regions to resolve issues locally wherever appropriate by assisting local issues management volunteers.

The Child Protection and Issues Management (CP&IM) Assistant will support the work of the CP&IM Officer and will interact regularly with uniformed members and supporters, as well as professional staff, as they undertake their duties.

This role is the first point of contact for Members and Commissioners to report Child Protection and other matters involving complaints and grievances. It provides initial triage and assesses and assists in the review of complaints, disputes and other issues. It also plays a key role in the development and implementation of policies and procedures to support the Issues Management portfolio. The primary objective of the role is on the prevention of problems, prevention of escalation and avoiding litigation

The CP&IM Assistant is people- and outcome-focused.

Reporting and Tenure

Direct Reporting Line

The CP&IM Assistant reports to the CP&IM Officer



There is no one directly reporting to this position.

Matrix Relationship Lines

- Senior Research Officer
- SC CP&IM

Tenure

The initial term is for up to three years, inclusive of a probationary period of three months.

The term is subject to performance outcomes and achievements relevant to the Staff Performance Appraisal, which is reviewed annually.

It is expected that an annual performance appraisal will be completed, discussed and agreed with the Child Protection & Issues Management Officer.

Responsibilities and duties

While carrying out the responsibilities of the role, the CP&IM Assistant will always uphold the purpose, principles and values of Scouts Australia, will adhere to the Adult Code of Conduct, will abide by WOSM, National and State policies and will behave in accordance with the Scout Law and Promise. Importantly, the CP&IM Assistant will comply with, and ensure the implementation of all applicable legislative and statutory regulations.

The CP&IM Assistant will assist the CP&IM Officer with the following tasks:

- As directed by the CP&IM Officer, fulfil all aspects of Child Protection Office including the report of matters to NSW Police and/or other agencies as required.
- Accurate collation and recoding of information, including creation of factually correct file notes, scanning, filing, and archiving relevant and sensitive information and documentation.
- Systematic organisation of information and files within FOLIO so that information can be easily retrieved and used by other members of the Child Protection Team
- Assist with ongoing project work relating to the Child Protection function
- Take sensible measure to ensure privacy of individuals and security of confidential documentation.



- At the request of the SC CP&IM contact relevant Scouting leaders and groups to establish factual information in the initial stages of a notification.
- Assist with the required annual reporting of contemporary and historical reports of child sexual abuse in conjunction with the CP&IM Officer and the Senior Research Officer.
- Continuously build members' interest in child protection
- Work in conjunction with other professional staff and State Uniformed Team members working with the Child Protection Office to investigate and manage concerns raised about child protection and issues management, while upholding all relevant legislation/laws
- Promote and develop the *Youth Safe Advocate* and *Know it. Live it. Log it.* Programs
- Encourage and empower Regions to manage those issues referred to them unless the matter reaches the threshold of requiring involvement by the State uniformed team or the professional staff.
- Assist the SC (CP&IM) to connect Members in need of support with Member Support
- Assist with provision of briefing and training to Leaders as required by SC (CP&IM)
- Under the direction of the CP&IM Officer, ensure Scouts NSW website information relating to Child Protection and Issues Management is correct and reviewed regularly and liaise with the Communications and Marketing Team to update information when required.
- At the request of the SC CP&IM, attend and assess the effectiveness of Region and State events in fulfilling the goals of Child Protection and Issues Management.
- Conduct regular two-way communication with nominated senior local and state Leaders on the status of Issues Management
- Assist with preparation of content and material for delivery at Chief Commission's Council or Region Commissioner Forums if and when required.
- Assist the CP&IM Officer to oversee the process and manage the results of initial and subsequent regular police checks and Working with Children Checks (WWCC) initiated by Member Services on all employees and applicants for all volunteer roles.
- Assist the CP&IM Officer by monitoring the Association's compliance with all obligations, including responding to requests from the Office of Children's Guardian
- Attend to other necessary functions and duties as requested



The role will require engagement with a number of Scouting stakeholders. Some contact will be in the evenings and on weekends. Some flexibility will be helpful for addressing urgent matters or major issues.

It is the goal of the Chief Commissioner, the Deputy Chief Commissioners, Chief Executive Officer and the Board of Directors that Scouts NSW develops a culture of openness, inclusiveness, genuine teamwork and mutual assistance. All senior professional staff and uniformed volunteers will be both responsible and accountable for the generation and maintenance of this positive culture.

Skills and Personal Attributes

The CP&IM Assistant, as with every member of the professional staff, must have a proven capacity to deliver outcomes and be a self-starter with capacity to work without close supervision.

- Ability to work cooperatively and cohesively with volunteer staff and professional staff.
- Very high levels of personal motivation, organisational skills and acceptance of responsibility and accountability for outcomes.
- An articulate and accurate command of written and oral English, including an understanding of legal documents when required. A self-starter with capacity to work without close supervision, especially in a volunteer based environment.
- Ability to contribute productively, acting respectfully and with thoughtfulness to all members
- Enthusiasm for the current strategic direction of Scouts NSW
- An appropriate fit with the positive and enabling culture of Scouts NSW

Key Selection Criteria

The CP&IM Officer will be required to meet the following three criteria areas.

Knowledge and Experience



- Broad and detailed knowledge of relevant laws, regulations and guidelines relating to child protection.
- Development of a detailed understanding of Scouts NSW policies and procedures for managing child safety and adult issues
- A working understanding of procedural fairness and timeliness in regard to investigations and delivery of outcomes.
- Strong ability and interest in seeking information to allow for clarity in the management of matters pertaining to child safety and issues management
- Sound, evidence-based judgement and accountable decision-making
- Proven track record of working hard with a strong results orientation
- Proven, successful record of effective collaboration and teamwork among adults and a diverse range of stakeholders

Qualifications

- Tertiary qualifications or significant work experience in a field such as Law, Social Work, Child Welfare, Dispute Resolution, Psychology, or extensive experience at a senior level in policing/investigation
- A willingness to complete any requisite training as required for the position.
- Legal background, and/or experience with handling matters in accordance with the principles of procedural fairness would be well regarded.

Accountability

This position is important to Scouts NSW and it is essential that the CP&IM Assistant creates the change we want to see. Therefore, a strong achievement orientation is required. The CP&IM Assistant will be assessed on the results they achieve. Assessment will include formal annual performance reviews.

The strategic performance indicators that apply to this position include:

- Respond in a timely manner to emails
- Develop and implement case-specific plans for assessing and addressing child safety and adult issues



- Undertake regular engagement with youth members and adults in Scouting to manage open cases
- Communicate with impacted parties
- Report to CP&IM Officer and SC CP&IM on the status of cases

For further information and background, please contact the CP&IM Officer.

Meetings and Clearances

Meetings

Regular meetings include:

- State Office Team Meetings (monthly)
- State Team Meetings (2-3 times per year) if required to present a topic
- Other State Meetings on an ad hoc request basis.

Clearances

Prior to commencement of duties staff are required to have a current Working with Children Check (Employed) clearance, have undergone background checks and provided results of a National Police Check.

Acknowledgement and Agreement

Acknowledgement

I, _____ (employee name), understand the above job requirements, and that my fulfillment of these will form the primary basis of my performance reviews.

Employee Signature: _____ Date: _____

Manager Name: _____ Signature: _____ Date: _____

Chief Executive Officer Signature: _____ Date: _____

