

Position Description

Position Details	
Role title:	Project Manager, Complaints & Notifications
Reports to:	Manager, Professional Standards & Assessments
Location:	Melbourne / Hybrid work from home
Department:	Professional Standards & Assessments
Award:	Non-Award
Classification:	Professional Officer
Hours of work:	Full time
Tenure:	Fixed term 12 months [refer to contract]
Date:	July 2022
Position Purpose	
<p>The key focus of the Project Manager, Complaints & Notifications position is to:</p> <ul style="list-style-type: none"> • Complete key business projects within the Professional Standards and Assessments business unit associated with the implementation of an updated Complaints and Notifications Management Process. • Produce the required business unit information and collateral (which may include for example program information, procedural guides, reports, manuals, training materials and process maps). 	
About AASW	
<p>The Australian Association of Social Workers (AASW) is the peak body for social workers in Australia, with approximately 16,000 members. We set the benchmarks for professional education and practice in social work and have a strong voice on matters of social justice, human rights and issues that impact upon the quality of life of all Australians.</p> <p>The AASW operates from a national office (Melbourne) and a network of 9 branches delivering education, programs and services, advocacy, networking, and connection for the benefit of members and the social work profession.</p>	
Our Values	
<p>AASW employees are expected to operate in accordance with the aims and intent of our shared values.</p> <p>Respect</p> <ul style="list-style-type: none"> • Trust. True openness. Compassion. Self-awareness and reflection <p>Collaboration</p> <ul style="list-style-type: none"> • Support each other. Teamwork. Shared vision. Being united and collegiate. Enjoy your time at work and have fun <p>Integrity</p> <ul style="list-style-type: none"> • Responsibility. Courage. Authenticity <p>Accountability</p> <ul style="list-style-type: none"> • Be engaged and contribute. Deliver outcomes <p>Responsiveness</p> <ul style="list-style-type: none"> • Self-awareness. Flexible. Agile. Curiosity 	
Position Performance Indicators	
<p>KPI'S in accordance with Scope of Works and/or Work Plan.</p>	

Key Areas of Accountability

Update the Complaints & Notifications Management Review Process

Develop a Project Plan to implement the agreed changes to the Complaints and Notifications Management Process to include:

- Ensure that all recommended changes which have been adopted are updated and reflected in relevant sections of policy and procedure.
- Develop policy documentation and procedures for the effective management of the AASW Collective Trademark Notification process.
- Develop a Mandates Policy and Procedure covering both personal responsibility and the responsibility of AASW practitioners to report substandard fitness to practice or knowledge of disciplinary action about a social worker.
- Develop a new complaint online lodgement form to reflect recommended changes.
- Work with the PSA Manager and Company Secretary to ensure recommended changes to bylaws have been adopted.
- Work with the marketing and communications department to review the AASW website to update general information, policy, procedures and change of language, where recommended.
- Update the complaints section of the website so that it clearly states what complaints are accepted and which ones are not.
- Make public information about alternative dispute resolution sites on jurisdiction specific pages, for people who want to complain about non AASW member social workers.
- Develop a service level commitment [stages and timelines] for dealing with complaints and publish on website.
- Develop online information and tools which will enable a potential complainant to self-assess the complaint and the appropriateness of using this site or going elsewhere to resolve.
- Work with the PSA Manager to prepare relevant documentation, for Board approval, relating to renaming the Ethics Council to 'Complaint and Misconduct Management Council' and updating Council membership, function, and terms of reference in accordance with agreed recommendations.
- Update the case review procedures and documentation based on internal reviewers and no external reviewers appointed.
- Apply knowledge of contemporary complaints, mediation and dispute resolution systems and methodologies relevant to the operations of a profession, an organisation or an industry.
- Development of the operations manual.

Manage project delivery

Keep projects in 'good health' throughout the project lifecycle including:

- The project planning phase.
- Frequently updating project plans and dependencies to reflect current progress.
- Enforcing project business rules and boundaries, reporting exceptions to the project stakeholders and owners.
- Identifying and streamlining critical path activities for efficient project delivery.
- Demonstrate flexibility and adapts to and manages organisational change by adjusting strategies, goals and priorities.
- Achieving deadlines and priorities.

Support key stakeholders

- Establish and review stakeholder identification and management tools throughout project lifecycles.
- Ensure frequent, timely and relevant communication with all internal and external stakeholders.
- Demonstrate high levels of Emotional Intelligence in all interactions.
- Support and co- manage the internal organisational change management process with the staff and management team impacted
- Provide an escalation pathway for the team.
- Collaborate with other working groups to define, prioritise, and develop relevant projects.

Key Compliance Requirements

All AASW employees are required to:

- Comply with all AASW policies, procedures and code of conduct.
- Operate in accordance with relevant statutory and regulatory compliance obligations including: Work Health & Safety, Privacy, Finance Management, Record Keeping and Equal Opportunity in employment

- and service delivery. and
- Participate in relevant training and awareness programs relating to compliance obligations and areas of accountability.

A police check and other checks may be required as part of the selection process or during your period of employment.

WHS Inherent Job Requirements

AASW will take all reasonable steps to accommodate the abilities and needs of all staff members and prospective staff members within the inherent job requirements of the role.

The requirements may include:

- Attendance, representing and public speaking at AASW functions and AASW approved events.
- Sitting or standing at a desk for extended periods of time.
- Manual handling.
- Use of computer screen for extended periods of time.
- Managing peak work demands.
- Undertaking after hours work. and
- Communicating around emotive subjects involved in the social work sphere, such as mental health, child protection, disability, sexual orientation and family violence.

Core Competencies and Capabilities

These competencies and capabilities are fundamental requirements.

Personal Responsibility

- Complies with the AASW Code of Conduct at all times.
- Anticipates and adapts willingly to changing demands and situations.
- 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.

Regulatory Compliance – Safety, Health, Environment, Ethics and Privacy

- Assists in the provision of a safe and healthy workplace by identifying and responding to hazards in an appropriate manner.
- 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.

Promotes and Communicates

- Leads or promotes initiatives to ensure effective performance and achievement of the objectives
- Promotes a team spirit and communicates effectively and professionally with fellow employees, Leadership Team, members and other stakeholders.

Service Quality and Efficiency

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

Key Selection Criteria

Essential Requirements

- Tertiary qualifications in project management, business, allied health, organisational change management, human resource management or equivalent.
- At least five years' experience in a professional organisational environment, with a proven history of managing successful project teams via Project Management principles resulting in business improvements and positive change management outcomes
- Demonstrated knowledge of contemporary complaints, mediation and dispute resolution systems and methodologies relevant to the operations of a profession, an organisation or an industry
- Experience in establishing, implementing, and maintaining a standardised project management system and framework including relevant processes, policies, and tools.
- Demonstrated knowledge of project management techniques, tools, and methodologies, and in particular designing and implementing new systems and processes.
- Excellent interpersonal, oral, and written communication skills. proven aptitude for communicating

effectively with a variety of audiences.

- Experience preparing high quality status reports and project presentations suitable for executive level audiences.
- Advanced analytical and problem-solving skills, with a solutions-based work ethic.
- Proven ability to deliver to agreed deadlines, as well as meet budget, quality and specifications.
- Demonstrated commitment to continuous improvement and best practice principles.
- Ability to lead, coach, train and mentor team members in relation to system and process changes
- Experience in leading, directing and influencing stakeholders and customers to achieve high quality project outcomes
- Customer focussed, friendly disposition, professional.

Approval

Cindy Smith CEO		
	Signature:	Date:

Acknowledgment

- I understand I may be required to undertake alternate tasks and duties as may be required from time to time which are not listed in this statement, as directed by my manager.
- I will provide assistance to other employees as may be reasonably required.
- This position title, reporting line and duties may change in the future in accordance with changes to the organisation structure.
- I acknowledge and have read and understood this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability.

Employee Acceptance

Print name:	Signature:	Date: