



POSITION DESCRIPTION

Position:	Head of Safeguarding Services
Organisation:	Australian Childhood Foundation
Location:	Negotiable
Hours of Work:	Full time (After hours in accordance with service requirements)
Accountability:	Executive Director – Safeguarding and Prevention

Introduction

The Australian Childhood Foundation (ACF) has a strong reputation for delivery of clinical services, professional training and secondary consultation programs built upon up to date, evidence-based theoretical frameworks including the neurobiology of trauma, attachment and relational theories and child development.

Since 2009, ACF's Safeguarding Services have supported organisations across Australia to embed child safe cultures through best practice standards, accreditation, consultancy, training, organisational reviews, and strategic advisory services.

This includes the ongoing leadership of On Us: Australian Business Coalition for Safeguarding Children, bringing together Australian businesses committed to ensuring children and young people are safe wherever they are.

Our Safeguarding Services belief is simple:

We believe in building child safe cultures together.

The Head of Safeguarding Services plays a critical leadership role in delivering this vision through service excellence, innovation, growth, and sector leadership.

1. Key Functions of the Position

The Head of Safeguarding Services is responsible for the strategic leadership, growth, and performance of the Foundation's safeguarding service portfolio across four key streams:

- Accreditation and Evaluation
- Training and Capability Development
- Consultancy and Advisory Services
- On Us Coalition

This role leads the next evolution of safeguarding services, ensuring the Foundation remains

the recognised market leader in child safeguarding through innovation, commercial sustainability, service excellence, and external influence.

The Head of Safeguarding Services ensures the Foundation's safeguarding work creates meaningful impact by supporting organisations to prevent harm, strengthen accountability, and embed sustainable child safe cultures where children and young people feel safe, heard, and supported.

The role is responsible for modernising services, strengthening market position, driving revenue growth, improving client experience, and building a high-performing national team aligned to the Team's Adventure Strategy.

The Head of Safeguarding Services leads a geographically dispersed team and works closely with internal departments including business development, partnerships, marketing and communications, finance, and executive leadership.

Due to the national nature of the program, interstate travel is required.

2. Key Areas of Responsibility

2.1 Pillar 1: Strategic Leadership

- Provide strategic leadership across the full safeguarding services portfolio, ensuring strong alignment with the Foundation's purpose, strategic priorities, and Team's Adventure Strategy.
- Lead the evolution of safeguarding services to ensure they remain contemporary, evidence-based, commercially viable, and sector-leading.
- Drive strategic planning across accreditation/evaluation, training, consultancy, and the On Us Coalition, ensuring clear priorities, measurable outcomes, and long-term sustainability.
- Identify emerging risks, opportunities, legislative changes, and sector trends to proactively shape future service direction.
- Strengthen organisational systems, governance, and operational models to support scalable, efficient, and high-quality service delivery.
- Ensure the Foundation's safeguarding services continue to help organisations create environments where children and young people are safe, heard, respected and valued.
- Provide strategic and operational leadership of the Safeguarding Services, ensuring all programs are aligned with the Foundation's purpose and contribute to measurable impact for children and young people.

2.2 Pillar 2: Service Innovation and Growth

- Lead the design, development, and implementation of new safeguarding products, services, qualifications, and consultancy models that respond to client and sector needs.
- Modernise existing service offerings to improve accessibility, quality, relevance, and market competitiveness.
- Expand the Foundation's training portfolio, including eLearning growth, specialist modules, and the development of a Safeguarding Officer qualification pathway.

- Strengthen and evolve the accreditation model to ensure it remains best-in-market and delivers strong organisational and commercial value.
- Embed continuous improvement, quality assurance, and impact measurement across all safeguarding services.
- Ensure services remain practical, relevant, and outcomes-focused for organisations seeking to strengthen child safe cultures.

2.3 Pillar 3: Commercial Performance

- Drive revenue growth, financial sustainability, and stronger commercial performance across all safeguarding service streams.
- Lead pricing strategy, service packaging, forecasting, pipeline development, and conversion performance to maximise impact and profitability.
- Identify and develop new market opportunities, partnerships, and client pathways across sectors.
- Ensure safeguarding services contribute positively to the Foundation's broader financial and strategic objectives.
- Support contract negotiation, resource planning, and investment decisions to reflect the value and expertise of the Foundation's work.
- Work collaboratively with business development and partnerships teams to strengthen client acquisition, retention, and long-term strategic relationships.

2.4 Pillar 4: Team Leadership and Capability

- Lead, develop, and inspire a high-performing national team of Safeguarding Specialists.
- Build a culture of accountability, innovation, collaboration, and continuous improvement.
- Provide coaching, leadership development, and clear performance expectations to strengthen capability and delivery standards.
- Improve team structures, workflow systems, and role clarity to drive efficiency and stronger service outcomes.
- Foster a culture where people are empowered to lead, innovate, and contribute to building child safe cultures together.
- Lead performance development and succession planning to ensure long-term service sustainability and leadership capability.

2.5 Pillar 5: Sector Influence and External Partnerships

- Strengthen the Foundation's reputation as the national leader in safeguarding services through strategic partnerships, sector engagement, and thought leadership.
- Lead high-profile strategic projects, consultancy reviews, evaluations, and advisory work across government, business, education, sport, and community sectors.
- Represent the Foundation externally with credibility and influence across national forums, partnerships, and key stakeholder relationships.
- Partner closely with marketing, communications, and business development teams to strengthen visibility, market positioning, and client engagement.
- Drive the continued growth and influence of the On Us Coalition as a national business movement for child safeguarding.
- Support sector-wide conversations that move organisations beyond compliance and towards sustainable, embedded child safe cultures.

2.6 Governance, Reporting and Professional Responsibilities

- Provide strong reporting, performance analysis, and strategic advice to the Executive Director, CEO, Executive Team, and Board.
- Lead budgeting, forecasting, and financial oversight across the safeguarding services portfolio.
- Ensure compliance with legislative, regulatory, contractual, and organisational requirements.
- Contribute to organisational policy development, governance frameworks, and strategic decision-making.
- Participate actively in senior leadership forums and cross-organisational working groups across the Foundation.
- Undertake additional responsibilities as required by the Executive Director and/or CEO

2.7 Codes of Professional Conduct

- Observe the Code of Conduct of the Australian Childhood Foundation at all times.
- Abide by the policies of the Australian Childhood Foundation.

3. MANDATORY QUALIFICATIONS, EXPERIENCE AND QUALITIES

- Relevant tertiary qualification in a field related to child safeguarding, human services, social work, psychology, education, law, business leadership, or a related discipline.
- Significant senior leadership experience in child safeguarding, child safety, organisational risk, consulting, professional services, or a complex multi-sector environment.
- Deep and current knowledge of National Child Safe Principles, state and territory Child Safe Standards, relevant legislation, and best practice in safeguarding children and young people across Australia.
- Demonstrated experience in working with or responding to child abuse, harm, trauma, or complex child safeguarding concerns.
- Proven success in leading strategic growth, service innovation, and organisational transformation within safeguarding, consulting, accreditation, training, or professional services environments.
- Strong commercial acumen, including experience in revenue growth, financial oversight, forecasting, service design, pricing strategy, and client conversion.
- Demonstrated experience leading high-performing teams, including coaching, performance development, succession planning, and building strong organisational culture.
- Extensive experience in consultancy delivery including reviews, practice frameworks, assessments, investigations, organisational development, and advisory services.
- Extensive experience in designing and delivering professional learning, training programs, workshops, and capability-building initiatives across diverse sectors.
- Proven ability to manage large-scale strategic projects, contracts, and service delivery outcomes to a high standard.
- Advanced interpersonal and communication skills, including the ability to manage sensitive and complex issues with professionalism, confidence, and empathy.
- Strong stakeholder engagement, negotiation, and partnership-building capability across government, business, community, and corporate sectors.
- Demonstrated commitment to reflective practice, continuous improvement, and evidence-informed decision making.
- Capacity to thrive in a dynamic and evolving environment, with the ability to lead through complexity and change.

- Personal values and professional ethics aligned to the mission and values of the Australian Childhood Foundation.
- Current driver's licence (or equivalent) and a valid Working with Children Check (or equivalent) for the relevant jurisdiction.

A COMMITMENT TO SAFEGUARDING CHILDREN

The Australian Childhood Foundation meets the requirements of a Safeguarding Children Organisation. The successful applicant is required to comply with the Foundation's child protection policies and Code of Conduct at all times. The Foundation's staff will not directly or indirectly cause children and young people to be abused, harmed or suffer any form of exploitation at all times. It is also a requirement that staff will not access or cause others to access, view or download any form of child sexual abuse and exploitation material pornography at all times. Actions and behaviour by any staff member in breach of this policy and related procedures will be treated as a serious matter and may result in disciplinary action up to and including termination of employment.

ORGANISATION DESCRIPTIONS

Australian Childhood Foundation was formed as the Victorian Society for the Prevention of child Abuse and neglect (VICSPCAN) in 1986 with its primary aim to advocate on behalf of children who have suffered abuse and neglect.

We are a non-profit, non-government organisation that has made substantial achievements in the prevention of child abuse through safeguarding, education, advocacy, research and specialised therapeutic services to abused children and their non-offending family members.

Australian Childhood Foundation is committed to Equal Employment Opportunity principles and a smoke-free workplace.

All employees are required to comply with its child protection policies.