

Office of Safeguarding: Case Manager

REPORTS TO Assistant Director of Safeguarding	ORGANISATION LOCATION 50 Crebert Street, Mayfield
POSITION GRADING Grade 5	POSITION STATUS Permanent Full-time
ORGANISATIONAL SUMMARY The Diocese of Maitland-Newcastle ('Diocese') serves the Hunter and Manning regions which have a population of some 160,000 Catholics. Through its parishes, pastoral groups, and its agencies of Catholic Schools, CatholicCare, St Nicholas Early Education and other agencies the diocese provides pastoral, educational, social welfare, and community development. The Diocese employees approximately 3,500 staff across these agencies. The Office of Safeguarding Children and Vulnerable Adults within the Diocese of Maitland-Newcastle ('Office of Safeguarding') is a statement of the Diocese's determination to safeguard those to whom we owe the greatest duty of care; Jesus said, "Let the little children alone, and do not stop them from coming to me; for it is to such as these that the kingdom of Heaven belongs." (Matthew 19:14)	
VISION To live the joy of the Gospel and share it with the world.	
MISSION In 1992-93, the diocesan community resolved to embrace and promote the Vatican II understanding of the Church's mission contained in the following: <i>The Church, because it is the People of God and the Body of Christ enlivened by his Spirit, is called to be a sign and instrument of communion with God and of unity among all people (LG1). The Church exists to promote the Kingdom of God on earth (LG5). This it does by proclaiming Christ – the Good News of God's love for all people – and by working in the world for justice, peace and reconciliation.</i> The 1992 Diocesan Synod expressed the missionary focus in our ten theological principles. These form the basis of life and pastoral planning across the whole diocesan community.	
PRIMARY PURPOSE The Case Manager for the Office of Safeguarding (OoSG) provides services to ensure that the safeguarding of children and vulnerable adults are an integral part of the Diocese of Maitland-Newcastle's culture and daily practices. Services provided by the Case Manager include: • a process of intake (analysis and assessment of any child protection concerns), • the provision of professional advice and support to Diocesan personnel that meets statutory and other regulatory requirements and reflect contemporary safeguarding practices, • investigation of allegations of abuse against Diocesan personnel, and • safeguarding training of Diocesan personnel. A Case Manager's actions are underpinned by the highest standards of ethical conduct, accountability and evidence-based practice. Case Manager's will be thorough, whilst also being responsive, effective and efficient in their work.	

Case Managers are inquisitorial in nature. The Case Manager is expected to discuss, debate and test their analysis of evidence and key decisions with their colleagues and the Assistant Director of Safeguarding.

The Case Manager may also consult with officers from relevant statutory authorities, as deemed appropriate by the Assistant Director of Safeguarding.

The Case Manager will promote the sacredness and dignity of every individual with whom they interact and endeavour to provide an equity of service provision to all parties involved in a process.

The Case Manager will actively participate and promote the cohesion and model the esprit de corps of the Office of Safeguarding.

KEY ACCOUNTABILITIES	KEY TASKS
Safeguarding Culture, Policy and Practice Promotion of Diocesan compliance with relevant legislation, statutory and church-based guidelines and the integration of child protection practices into all areas of diocesan endeavour.	• Maintain a high level of knowledge in the fields of child protection, safeguarding of vulnerable adults, civil or administrative investigations, professional standards in the Catholic Church, knowledge of contemporary practices in safeguarding audits and risk assessment and management. • Have an awareness of the community's understanding and beliefs on issues relating to the Diocese's management of safeguarding issues. • As directed by the Assistant Director of Safeguarding, contribute to the development, implementation, review and updating of safeguarding policies, procedures and practice guidelines.
Self-Leadership and Team Membership Contributing to the performance of the team and ensuring that it fulfils its roles and functions within the mandate of the Office of Safeguarding	• Function at a high level of effectiveness and efficiency and contribute to the success of the Office of Safeguarding through: ○ exemplifying ethical and responsible decision-making, ○ maintaining high quality provision of safeguarding services, and ○ establishing and maintaining honest, respectful and effective relationships with operational management across diocesan services and agencies, parish leadership and key external stakeholders. • Embrace a culture of continuous learning and professional development. • Demonstrate flexibility to be able to respond to the needs and priorities of the Diocese as expressed by the Assistant Director of Safeguarding. • Work collaboratively, supporting colleagues in completing their tasks and be open to advice and guidance from all leadership in the Office of Safeguarding. • Develop and maintain professional and collegial relationships within the Diocese and externally, as appropriate.

	Undertake work related tasks in a cost-effective manner that supports OoSG operating within its budgetary constraints
OoSG Processes Undertake the range of roles and functions required of OoSG to contribute to fulfilling the mandate of the Director of Safeguarding	Intake: - Receive and accurately record information provided in person or by electronic means. - Analyse the information to determine whether the information constitutes a statutory report (including criminal, ROSH, Part 3A) and ensure that reporting is undertaken. - Provide timely, factually accurate and appropriate advice on safeguarding issues, framed in a manner commensurate with the Diocesan personnel's capacity to apply to their situation. - Support and guidance for Diocesan personnel in carrying out agreed actions or outcomes from the intake process. Investigations: - Undertake the investigative process as prescribed by the Diocese's <i>Investigations Policy and Procedures</i> or other relevant guidelines adopted by the Diocese. - Ensure that the investigative processes meet the accepted standards for procedural fairness, that the integrity of the investigation is maintained and that the rules of evidence are properly applied. - Provide oversight and support for Diocesan management undertaking investigations deemed appropriate for a local process. - Maintain the day-to-day management of investigative processes. Training: - Provide subject matter expertise in developing safeguarding training for the Diocese and its agencies. - Participate in delivering the program of mandatory safeguarding training across the Diocese. - Identify additional and/or bespoke training required for particular Diocesan parishes, teams or programmes. Audits: - Undertake the auditing of diocesan parishes, programmes, and teams, in accordance with the instructions of the Director of Safeguarding and Assistant Director of Safeguarding. - Ensure that the integrity of the audit process is maintained, and the results reported in strict confidentiality to the Director of Safeguarding.

	• Undertake the audit process in a courteous effective and efficient manner, engaging with the affected diocesan leadership and personnel. <i>Risk Assessment and Management:</i> • Undertake the assessment and management of risk in accordance with Diocesan policies, procedures and guidelines, as part of an investigative or stand-alone process. • Ensure that the subject of the risk assessment and/or risk management plan is afforded due process and all proper courtesy and support. • Ensure that the local diocesan leadership responsible for implementing any risk management plan is sufficiently knowledgeable and provided appropriate supports to successfully implement the risk management plan.
PERSONAL ATTRIBUTES / SELECTION CRITERIA Essential ○ Demonstrated ability to analyse, classify and appropriately respond to information in a timely manner. ○ Demonstrated ability to conduct investigations of complex matters. ○ Demonstrated capacity to provide education and training. ○ Demonstrated capacity to undertake risk assessments, develop and implement appropriate risk management plans. ○ A high level of personal responsibility, commitment to professional, ethical and evidence-based practice. ○ Superior communication, liaison and conflict resolution skills, notably record keeping and report writing. ○ Demonstrated capacity to understand and apply state and federal legislation and industry standards, guidelines, and protocols. ○ Demonstrated ability to work independently with minimal supervision. Sound time management skills and an ability to work effectively in a high-pressure work environment. Desirable ○ A sound understanding and application of child protection legislation, notably the Children and Young Person's (Care and Protection) Act 1998, the Child Protection (Working with Children) Act 2012, the Crimes Act 1900, the Children's Guardian Act 2019 and all related acts, regulations and statutory guidelines. ○ A sound understanding of the operations of the NDIS Quality and Safeguards Commission and ability to assess staff conduct against the NDIS Practice Standards and all related acts, regulations and statutory guidelines related to the provision of people receiving an NDIS funded service. ○ Ability to work as part of a multi-disciplinary team answerable to multiple stakeholders. ○ Experience in conducting investigations of reportable conduct within the framework determined by the NSW Office of the Children's Guardian. ○ Experience interviewing children and young people. ○ Experience in providing child protection training to a variety of stakeholders.	

- High level skills in promoting an understanding of professional boundaries and professional conduct.
- High level computer skills.

QUALIFICATIONS/LICENCES

Essential

- Tertiary qualifications in Psychology, Social Work, Social Science or related discipline or equivalent industry related experience in the field of Child Protection or criminal or statutory investigations.
- A Working with Children Clearance must be obtained from the Office of the Children's Guardian prior to commencing the role and must remain current during the entire period in the role. It is the position holder's responsibility to renew their Clearance prior to expiry.
- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Drivers Licence
- Certificate IV in Government Investigations or relevant industry experience

Desirable

- Postgraduate qualification in psychology, social work, legal studies, criminology or related area
- Certificate IV in Training and assessment or relevant industry experience.

KEY RELATIONSHIPS

INTERNAL	EXTERNAL
Assistant Director of Safeguarding, Director of Safeguarding, leaders and colleagues working in the Office of Safeguarding	Management and staff of relevant statutory authorities
Personnel in diocesan parishes, schools, early education centres and in welfare and community programmes.	Colleagues in comparative 'safeguarding' agencies in other dioceses
Diocesan personnel who are involved in providing services to children or vulnerable adults and who seek assistance or are subject of concerns.	

SUCCESSION PLANNING

Not applicable.

LEGISLATIVE AND RISK REQUIREMENTS

Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of the Catholic Diocese of Maitland-Newcastle.
- Report, as soon as practicable to the Bishop and Trustees, any criminal action taken against them, or civil action that may have an impact of the reputation of the Catholic Diocese of Maitland-Newcastle or may lead to a conflict of interest;
- Take reasonable action to understand and familiarise himself/herself with the Catholic Diocese of Maitland-Newcastle's policies and procedures, including those relating to the expected Code of Conduct and confidentiality.
- Not take advantage of their role at the Catholic Diocese of Maitland-Newcastle for personal gain;
- Take responsibility for their own health, safety and wellbeing and that of other employees, clients, contractors and visitors in the Catholic Diocese of Maitland-Newcastle workplaces, understanding that all employees have a duty of care toward one another.

EXPECTED EMPLOYEE BEHAVIOUR

Employees must:

- Treat all people with respect, sensitivity, courtesy, understanding and compassion
- Embrace diversity and difference in those they serve or with whom they work
- Promote personal growth, ongoing professional development and develop both in themselves and others
- Commit themselves to effective professional working relationships with colleagues and clients
- Through the exhibition of justice and fairness in relationships and service, promote proper working conditions and also recognise when injustice, unfairness and abuse occurs in the workplace and respond appropriately
- Exhibit transparency, accountability and act responsibly in the use of Church resources
- Provide professional and competent service
- Comply with relevant legislation and directives
- Be mindful of privacy principles and manage information accordingly

Signature of Incumbent:	Date:	Incumbent's Name:
Position Description Last Reviewed	Next Review is due on	