

## Position Description

Position Title	Child Safety Compliance Officer
Directorate	Corporate Services
Department/Business Unit	Governance, Legal and Risk
Team	Risk
Classification	Band 6 (2 year contract)
Date	September 2024

Reports to:	Manager Governance, Legal and Risk
Supervises:	N/A
Internal Liaison:	Senior Leaders, People & Culture, All Directorates
External Liaison:	Commission for Children and Young People, Victoria Police, Department of Families, Fairness and Housing

### Position Objectives

Your primary purpose in this position is:

- The Child Safety Compliance Officer plays an integral role in Council's legal and moral obligations to develop, maintain and continuously review our culture of ongoing commitment to all matters of child safety and wellbeing.
- The role is the primary source of support, advice and expertise on Child Safe Standards, the Reportable Conduct Scheme and all legislative and best practice requirements.
- The Child Safety Compliance Officer leads the development of the organisation's child safety culture, including being a child safety champion and leading the governance, communication, implementation and enhancement of strategies to embed a culture of child safety and wellbeing across all administration and field-based roles.
- The Child Safety Compliance Officer provides authoritative advice, raises awareness, and provides education to ensure that all children that come into contact with Council employees, volunteers, trainees, contractors and Councillors feel and are safe and protected.
- Leads the response and investigation into Child Safe incidents, approving investigation scopes, identifying contributing factors and making recommendations.
- Report and document child safety incidents as needed both externally to appropriate agencies and internally to appropriate personnel, including the CEO.

### Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position:

- Experienced working knowledge of the Victorian Child Safe Standards and Child Wellbeing and Safety Act 2005 and regulations.
- A relevant tertiary qualification with some relevant experience or lesser formal qualifications along with substantial relevant experience or alternatively, substantial relevant experience gained in the Child Safety sector. Relevant skills knowledge and experience should include:
  - Specialist knowledge and technical experience in policy and service development in the children, families, and youth sector.
  - Expertise on Child Safe Standards, the Reportable Conduct Scheme, Child Information Sharing Scheme and privacy and all legislative and best practice requirements.

- Experience leading the response and investigation into Child Safe incidents, identifying contributing factors and making recommendations.
- Experience in a similar position within a complex, multi-site organisation would be highly regarded.
- Time management skills and ability to set priorities and plan/ manage own work within specified timeframes and resources.
- Ability to gain cooperation from clients, members of the public and employees to meet work objectives and liaise with other organisations and employees to administer activities and problem solve.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Accountability and extent of authority</b>	<ul style="list-style-type: none"> <li>• Attention to detail.</li> <li>• Ability to build cooperative and collaborative relationships.</li> <li>• Collaborate with Council specialist staff in other directorates who have Child Safe obligations and responsibilities e.g. Children's Services.</li> <li>• Provide advice to staff, volunteers, contractors, trainees and clients in line with Council policies and procedures, legislation and regulatory frameworks.</li> <li>• Lead the development and implementation of Child Safe policies and procedures across the Council.</li> <li>• Regularly update the Manager Governance, Legal and Risk to ensure alignment with Council goals and objectives.</li> </ul>
<b>Judgement and decision making</b>	<ul style="list-style-type: none"> <li>• Decision-making is in line with relevant policies, procedures, legislation and regulatory frameworks.</li> <li>• Freedom to review current policies and procedures based on previous experience.</li> <li>• Decision-making is guided by specialist knowledge and prior experience.</li> <li>• Guidance and advice are usually available.</li> </ul>
<b>Specialist knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Proficiency in the application of specialist knowledge in child safety, wellbeing and protection.</li> <li>• Have an understanding of departmental and long-term organisational goals and how the Child Safety function applies and is relevant.</li> </ul>
<b>Interpersonal skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills.</li> <li>• The ability to gain cooperation and engagement from other employees and members of the public (where required).</li> <li>• The ability to liaise with counterparts in other organisations to discuss child safety matters.</li> <li>• The ability to influence employees in other functions within Council to resolve intra-organisational problems.</li> </ul>
<b>Out of Hours Contact</b>	<ul style="list-style-type: none"> <li>• This position may require participation in on-call where after-hours contact for work-related matters is required and in accordance with operational requirements (which may vary from time to time).</li> <li>• It is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.</li> </ul>

## Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

## REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back of the Appendix.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"><li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li></ul>
<b>Child Safety</b>	<ul style="list-style-type: none"><li>• Understand obligations and act in an appropriate manner with and around children</li><li>• Promote positive work practices with children</li><li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children</li><li>• Adhere to reporting obligations where there is suspected or discovered child abuse</li></ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"><li>• Help support Council's response to the climate emergency by helping facilitate a whole -of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.</li></ul>
<b>Compliance</b>	<ul style="list-style-type: none"><li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li><li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li><li>• Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li><li>• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li><li>• At all times, comply with Council's Code of Conduct - Staff.</li></ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"><li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:<ul style="list-style-type: none"><li>○ zero tolerance of racism and expectations that staff will act on incidents of racism</li><li>○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li></ul></li></ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"><li>• Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.</li></ul>

## Inherent requirements of the position

This role may be subject to work related contact outside of normal business hours.

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Decision making</b> – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Emotional resilience</b> – exposure to stressful or distressing situations including potential child safety incidents, meeting specified deadlines and production demands, general workload demands.		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Physical Requirements

- ☒ This position does not require more than 10-15% manual handling/physical exertion
- ☐ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Mobility/Postures</b>					
<b>Sitting</b> – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Standing</b> – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Walking</b> – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Crawling</b> – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b> – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Power/open hand grip</b> – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Climb ladders</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling</b> – Applying force to move something away or closer to one's self, including static positions		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## **Band descriptors (as defined in Council's Enterprise Agreement)**

These descriptors help to classify the position:

### **Accountability and Extent of Authority**

The position is directly held responsible for:

#### **Child Safety Advice and Education**

- Maintain up-to-date organisational knowledge in relation to the safety and wellbeing of children and young people, including relevant legislation, the Victorian Child Safe Standards, Reportable Conduct Scheme and other sources of relevant information.
- Provide guidance and advice to the organisation regarding Child Safe Standards and Reportable Conduct Scheme.
- Support a culture of compliance with the Child Safe Standards across the organisation including planning, implementation and evaluation processes.
- Educate leaders, employees, contractors, volunteers, students and trainees across the organisation on, and continuously promote, Council's obligations under the Victorian Child Safe Standards and Reportable Conduct Scheme.
- Liaise with Organisational Development to implement child safe training in line with requirements and in a meaningful way.
- Review Council's Child Safe Plan, Code of Conduct and Policy (in conjunction with the Organisational Development team) to ensure the Counsellors, employees, contractors, volunteers, students and trainees and clients understand their obligations and responsibilities in protecting the physical, emotional, cultural and social well-being of all children and young people.

#### **Child Safety Governance, Risk Management and Compliance**

- Monitor and communicate changes to accreditation requirements, regulation and legislation relevant to Council services and programs to facilitate program level compliance particularly in the areas of child protection and safety.
- Monitor Council's progress and ongoing compliance with the Child Safe Standards and Reportable Conduct Scheme.
- Coordinate with the Manager Governance, Legal and Risk the internal Child Safety reporting processes for Council's Executive Team and Audit and Risk Committee.
- Ensure Child Safety and wellbeing concerns, reportable conduct, complaints and feedback are identified, responded to, escalated and managed in a standardised way.
- Continuously improve Council's Child Safety-related policies and procedures to ensure best practice alignment with the applicable regulatory requirements.'
- Lead risk management practice by identifying, assessing, influencing, preventing, and monitoring risk relevant to the role, the work area, and broader organisation to ensure compliance with the Child Safety Standards.

#### **Case Management**

- Child safety and wellbeing concerns are reported, investigated where necessary, and resolved consistent with regulatory requirements.
- Reportable conduct is escalated to Manager Governance, Legal and Risk, followed by communication with the Commission of Children and Young People and managed in accordance with regulatory requirements.
- Partner with the executive team and managers in relation to potential or actual occurrences of reportable conduct incidents.
- Develop the scope for any investigation in accordance with legislation and best practice guidelines and brief the investigator on reportable conduct incidents and act as a liaison where necessary.
- Coordinate debriefs regarding any investigation to implement any learnings for future actions, practices and improvement opportunities.
- Liaise with and brief the Child Safety working group and when required, the Audit and Risk Committee on child safety incidents, outcomes and ways to promote and embed the culture of child safety within the Council.

## Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Apply considerable everyday problem solving within the Child Safety function using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems can be of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- The position requires decisions on the day-to-day operations and coordination of Child Safety responsibilities and interaction with other staff pertaining to this position
- With input from or recommends to the Manager Governance, Legal and Risk, implement processes to positively influence the quality and implementation of Child Safe practices and legislative compliance throughout the organisation;and
- Coordinate the implementation of the Child Safe Action Plan across the organisation.
- Guidance and advice is readily available from the Manager Governance, Legal and Risk.

## Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of specialist knowledge in child safety, wellbeing and protection.
- Have an understanding of departmental and long-term organisational goals and how the Child Safety function applies and is relevant.
- An understanding of the long-term goals of the Governance unit and an appreciation of the goals of Council.
- Ability to handle information in a confidential, sensitive and professional manner.

## Management and Interpersonal skills

The essential position requirements include:

- Skills in managing time, setting priorities, and planning and organising one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to gain cooperation and assistance from stakeholders and other staff in the development and implementation of well-defined activities to continuously improve Council's Child Safety framework.
- Well-developed interpersonal, oral, written communication and presentation skills as this role is expected to write reports in their field of expertise and/or to prepare external correspondence.

## Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			
Manager	Nicole Rudden		

# Appendix

## Core Capability Framework – Team Member

### Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

### Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

### People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

### Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

### Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

### Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

### Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards



### **Safety, health and wellbeing**

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Acts decisively during times of ambiguity and pressure
- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

## **Council's REACH Values**

### **Respectful**

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

### **Creative**

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

### **Engaged**

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

### **Honest**

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

### **Accountable**

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

