





POSITION DESCRIPTION

Customer Safeguarding Advisor

Position Purpose

Oversight of operational risk and compliance functions in the context of the impending implementation of the National Disability Insurance Scheme. This will require a revised approach to operational risk and compliance and continual adaptation of organisational systems and processes.

Division:	Improvement Innovation and Customer experience	Reports to	Customer Safeguarding Manager
		Direct Reports:	Nil
Internal Relationships:	People and Culture, Legal, Service Delivery Team, Quality and Safeguarding Team	External Relationships	DHHS, NDIS, ODSC, government and external oversight bodies
Delegation of Authority	N/A	Category	
Employment Contract	Permanent	Award	To be determined

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
Scope's Vision	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> • Support and listen to each person and their family. • Provide leadership to influence strategy and policy. • Deliver person driven, flexible & responsive services to build a sustainable future. • Build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. <p>We will deliver better outcomes.</p>
Scope Approach	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>see the person do it together</p> <p>.....</p> <p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p> </div> <div style="text-align: center;">  <p>do it right</p> <p>.....</p> <p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p> </div> <div style="text-align: center;">  <p>do it better</p> <p>.....</p> <p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p> </div> <div style="text-align: center;">  <p>do it better</p> <p>.....</p> <p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p> </div> </div>

POSITION DESCRIPTION

Key Function	Key Accountabilities, Responsibilities & Deliverables
Service Provision	<p><u>Practice Advice & Support</u></p> <ul style="list-style-type: none"> Support the Safeguarding Manager in providing expert advice in relation to incident and complaint management <p><u>Contribute to customer safeguarding best practice</u></p> <ul style="list-style-type: none"> Contribute to customer safeguarding best practices and deliver on the existing NDIS Safeguarding Framework Identify contributing factors and root causes of customer harm in order to provide information to service delivery to safeguard against such incidents Ensure the business is proactively managing risk associated with customer safeguarding Review existing processes, policies and procedures with a view to contributing to the design and implementation of improvements Support the safeguarding framework by providing assistance to committees, providing updates and conducting data analysis <p><u>Investigation & Reporting</u></p> <ul style="list-style-type: none"> Conduct incident investigations and produce reports of a high standard Engage and manage external investigators to conduct incident investigation as required <p><u>Complaint Management</u></p> <ul style="list-style-type: none"> Coordinate organisational responses to complaints escalated within Scope and complaints lodged with the Office of the Disability Services Commissioner and NDIS Quality and Safeguards Commission Contribute to the development of best practice complaints handling processes and systems
Growth Delivery	<ul style="list-style-type: none"> Support the Safeguarding Manager and Group Manager Quality and Safeguarding in the implementation of Divisional plans
People Leadership	<ul style="list-style-type: none"> Actively support culture change through the promotion and encouragement of the Customer Safeguarding framework. Work in collaboration with Customer Service Delivery Managers and team members and the broader Innovation & Service Enhancement Division to support organisational quality and safeguarding systems
Workplace Health & Safety	<ul style="list-style-type: none"> Responsible for ensuring scope/home@scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.

SELECTION CRITERIA Customer Safeguarding Advisor	
Qualifications & Knowledge/Experience	<ul style="list-style-type: none"> Tertiary qualifications in a relevant discipline within health and/or community services Cert 1V or equivalent in Investigations Experience conducting investigations, ideally in the health or community services sector Experience in handling complex complaints Working knowledge of Incident & Complaint Management principles

POSITION DESCRIPTION

	<ul style="list-style-type: none"> • Working knowledge of regulatory environment and accountabilities to external bodies • Broad understanding of best practice in community service and/or health service provision including standards and benchmarks • Thorough understanding of contemporary person centred practice that is underpinned by a commitment to Human Rights • Working knowledge of risk management practice, process and systems
Behavioural Competencies	<ul style="list-style-type: none"> • Critical thinking, problem solving and decision making skills • Ability to build and maintain effective relationships with a variety of internal and external stakeholders • Cooperates and works well with others in pursuit of team and organisational goals • Strong written and verbal communication skills • High degree of integrity and strong customer focus
Licenses & Accreditations	<ul style="list-style-type: none"> • Current Police Check for disability sector work • Current working with Children check or be willing to obtain • Must satisfy all visa requirements for working in Australia. • Motor vehicle driver's license

POSITION DESCRIPTION

Authorisation:

This Position Description has been reviewed by the General Manager Performance and Customer Outcomes and is effective 26 March 2018

People & Culture Authorisation

Job Evaluation Completed: _____ Position Created: _____

Organisation Hierarchy Amended: _____