

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Practice and Safeguarding Implementation Lead	Department	Australian Programs
Location	Flexible	Direct/Indirect Reports	0
Reports to	National Manager, Child Protection, Safeguarding & Practice	Date Revised	Dec 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 6	Job Evaluation No:	HRC0028373

### ■ Position Summary

Reporting to the National Manager, Child Protection, Safeguarding & Practice, this position is responsible for delivering the implementation of key strategic projects including:

- ensuring Red Cross alignment with the National Principles for Child Safe Organisations;
- ensuring the nationwide Client Practice Framework is embedded in service delivery across Australian programs; and
- delivering on continuous improvement objectives across all Domestic Operations to ensure quality practice and safeguarding.

This is a dynamic role that will be required to support and influence at all levels of the organisation with a focus on empowering Red Cross people, ensuring they have the training and tools they need; embedding key touch points, accountability mechanisms and quality checks in activity cycles such that child safety is embedded within all approaches.

Working closely with the National Manager, Child Protection, Safeguarding and Practice, and the National MSP Practice Lead, the Practice and Safeguarding Implementation Lead will drive analysis of quality practice and safeguarding in service delivery across Domestic Operations, investigate opportunities for continuous improvement and identify solutions in partnership with internal and external stakeholders. This will involve developing processes and tools that reflect best practice and safeguarding policy, for deployment across the organisation.

The Practice and Safeguarding Implementation Lead will work with the National Manager, Child Protection, Safeguarding & Practice, to co-direct the overall engagement with Australian Programs across each state and territory by establishing and enabling a structured implementation of practice and safeguarding projects that supports Red Cross people and quality service delivery. The role will include co-ordinating the implementation and rollout of key initiatives across services by:

- developing a schedule that aligns with strategy and program priorities;
- providing direction in gathering business requirements; and
- analysing the people related change requirements and developing appropriate engagement, communication and training approaches.

## ■ Position Responsibilities

### Key Responsibilities

- Lead projects to ensure the implementation of and compliance with the Child Protection Policy and National Child Safe Principles, and as relevant, PSEAH Policy
- Lead defining implementation requirements of practice and safeguarding projects through interviews, workshops, services and program consultation
- Develop an Australian programs implementation strategy to support the implementation of practice and safeguarding project outcomes, including the dissemination of key project information, which is revised and adapted based on analysis with service level, including engagement, communications and training approaches
- Promote and advocate for quality practice and safeguarding across the organisation through establishing strong professional relationships within Red Cross
- Undertake capacity building projects as required that strengthen the organisations ability to provide robust child protection and safeguarding responses
- Proactively identify risks and provide practical support, advice and guidance to the Manager Child Protection, Safeguarding and Practice, Child Safety Leads, Child Safe Contact officers and Staff where appropriate to support child protection and broader (adult) safeguarding
- Prepare reports in response to audits and reviews
- Develop, Coordinate and deliver key training to build the capacity of Red Cross People to understand and operationalise Child Protection Policy, National Child Safe Principles and quality client practice
- Provide evidence based advice for the design, implementation and delivery of quality child safety initiatives
- Engage key stakeholders in each state and territory through strong representation of the projects, ensuring engagement, buy in and commitment for rollout
- Collaborate with team members to coordinate project backlog prioritisation
- Research, plan, develop, coordinate and deliver practice and safeguarding training programs to ensure Red Cross people engage in good practice and safeguarding in their work
- Develop a post implementation review approach to ensure the accurate recording, monitoring and continual improvement of implementation activities
- Participate and lead project implementation tasks, analysis and research as required
- Other general responsibilities within the scope of this role

## ■ Position Selection Criteria

### Technical Competencies

- Extensive professional experience and strong technical expertise as both a practitioner and senior level in organisational and/or statutory child protection (minimum 10 years)
- Extensive experience working across a broad spectrum of contexts and vulnerable communities, including Aboriginal and Torres Strait Islander and humanitarian entrants
- Demonstrated experience in developing and embedding high quality training and development programs for staff and volunteers
- Demonstrated experiencing in successfully leading the implementation of whole of organisation policy within a complex organisation to improve client outcomes
- Strong change management skills and experience in negotiating between multiple stakeholders with competing priorities to achieve the intended outcomes

- Excellent understanding of the child protection sector, particularly child safeguarding, child abuse, neglect and exploitation, assessment, early intervention and prevention, and statutory child protection systems
- Demonstrated ability to develop practice improvement strategies and implement processes and systems to improve safeguarding and protection within a large organisation
- Demonstrated strong collaborative approach with a track record of successfully influencing and engaging multiple, challenging and diverse stakeholders with competing priorities
- Highly developed interpersonal skills with the ability to communicate clearly and effectively at all levels
- Demonstrated ability to apply culturally informed approaches, with experience working with Aboriginal and Torres Strait Islander children, families and communities and/or refugee and asylum seekers
- Highly developed organisational skills and demonstrated ability to manage multiple responsibilities and deliverables to achieve outcomes in a diverse organisation
- Excellent records management, general administration and proficiency in MS Office or similar

### Qualifications/Licenses

- Relevant tertiary qualifications in Social Work or related field
- A Working with Children check is a mandatory requirement for this role

### Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Organisational effectiveness | Innovating and improving |** Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters