



Lifestyle  
Solutions

# Safeguarding Team Role Statement

# Our Purpose

Providing all people with equal recognition, equal treatment and equal opportunity.

# Our Values

*Own It* - How we get the job done

*Respect Lives Here* - How we treat other people

*Keep Calm & Be Happy* - How we interact with other people

*Make It Matter* - How we make a difference to other people

Our values drive our day-to-day behaviour – across our many group homes and all the locations in which we operate. They are the common threads that drive who we are, what we stand for and believe in, and how we care for, service, and support our customers.

We believe all people are equal.

We believe that everyone in society should be provided equal opportunity and equal respect.

# Our Promise

We promise reliable, responsive, flexible, friendly, empathetic and caring service.

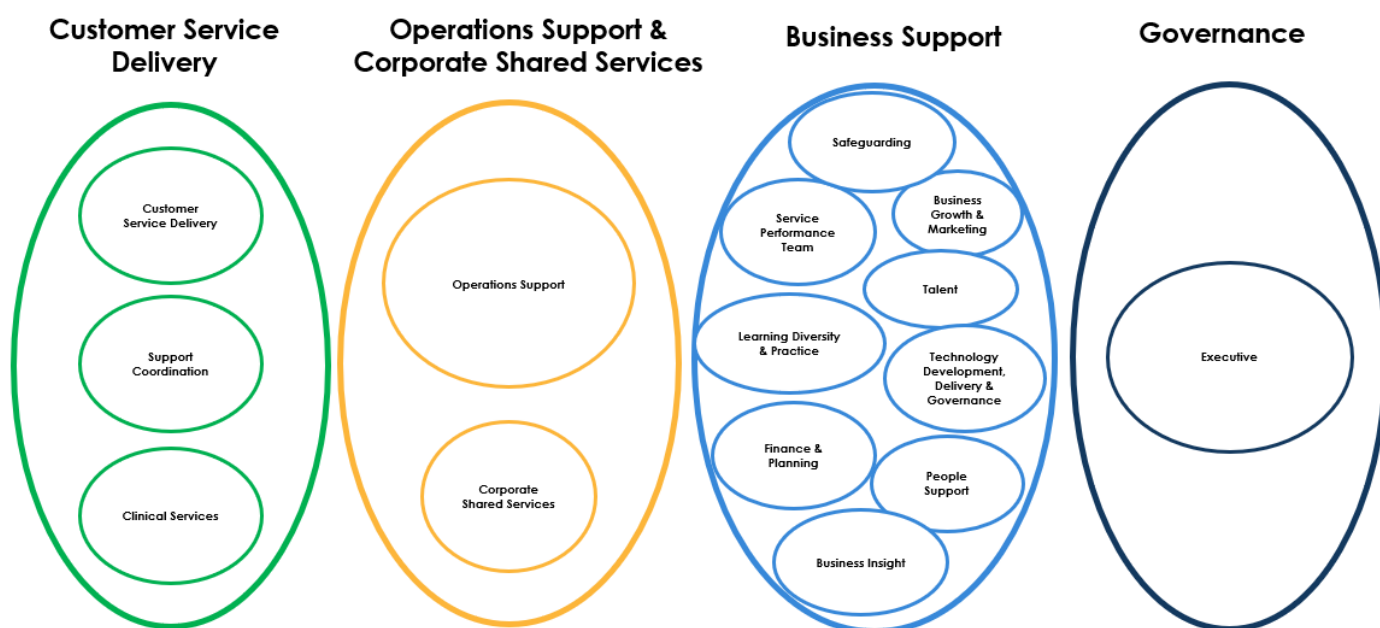


## Position: Safeguarding Team Member (Investigator)

**Objective:** The Safeguarding Team Member (Investigator) is responsible for providing independent operational compliance for our customers and staff (including internal and external audit, complaint management, WHS support, critical incident management and executive reporting).

### Reporting relationship:

The Safeguarding Team Member (Investigator) has a set of goals they are responsible for. The Safeguarding Team Member (Investigator) will regularly review their performance with the Executive team.



### Key functions

#### Responsibility for Coordination & Control

The Safeguarding Team Member (Investigator) is responsible for coordinating and controlling their own work with other members of the Safeguarding Team. This means the Safeguarding Team Member (Investigator) will:

1. Negotiate and agree goals with the Executive Team.
2. Is responsible for regularly monitoring goals, reporting progress, identifying and implementing corrective actions and achieving of the goals.
3. Ensure that the skills needed to perform their functions/roles and achieve the Teams' goals are maintained.
4. Establish and maintain a documented plan for how of his or her tasks as allocated by the Team
5. Provide back-up coverage and perform other duties as required to maintain continuity of contact with other parts of LS and external parties within budget, regulatory and compliance parameters.

6. Engage directly with the Executive Team, Customer Service Delivery Team(s), Operations Support Teams and Business Support teams as required to comply with organisational protocols and perform Safeguarding Team functions.

The table below outlines the key responsibilities of the Safeguarding Team Member (Investigator).

Service Compliance Monitoring	Investigation	Service Compliance Reporting	Service Compliance Control (Auditing)	Complaints Management	Critical Incident Assurance
<ol style="list-style-type: none"> <li>1. Maintain up to date knowledge of practice and WHS legislative and regulatory standard applicable to the organisation</li> <li>2. Systematically identify organisational compliance with practice and WHS standards and identify compliance gaps</li> <li>3. Collaborate with teams to establish and implement corrective action plans</li> <li>4. Systematically monitor and report on practice and WHS compliance</li> <li>5. Liaise with external regulators and stakeholders as required</li> </ol>	<ol style="list-style-type: none"> <li>1. Scope includes WHS investigations, Customer allegations, Employee conduct/performance investigations)</li> <li>2. Coordinate preliminary assessment and response</li> <li>3. Conduct independent investigations and coordinate with all stakeholders</li> <li>4. Ensure positive support and experience for parties subject to investigations</li> <li>5. Produce appropriate investigation reports and recommended actions</li> <li>6. Provide appropriate assistance to the implementation of investigation action plans</li> <li>7. Systematically monitor and report on the status, progress and risks of investigations</li> </ol>	<ol style="list-style-type: none"> <li>1. Maintain up to date knowledge of practice and WHS legislative and regulatory reporting requirements applicable to the organisation</li> <li>2. Ensure completion of all reporting requirements (internally and externally) on behalf of the organisation</li> <li>3. Collaborate with teams to establish and implement any corrective actions required in relation to reporting requirements</li> </ol>	<ol style="list-style-type: none"> <li>1. Maintain up to date knowledge of practice and WHS auditing requirements applicable to the organisation</li> <li>2. Conduct/facilitate the completion of internal practice/WHS audits</li> <li>3. Coordinate all requirements in relation to external auditing processes (including, planning, logistics and corrective actions completion)</li> <li>4. Systematically monitor and report on practice and WHS audit performance</li> </ol>	<ol style="list-style-type: none"> <li>1. Triage and segment feedback, received by the organisation</li> <li>8. Coordinate preliminary assessment and response</li> <li>2. Ensure the confidentiality, integrity, trust and confidence in the organisation's feedback processes</li> <li>3. Ensure effective communications and management of expectations with all stakeholders</li> <li>4. Collaborate with internal and external stakeholders to establish and implement any corrective actions required in relation to feedback/complaints received by the organisation</li> <li>5. Systematically monitor and report on the status, progress and risks feedback/complaints</li> </ol>	<ol style="list-style-type: none"> <li>1. Assure all cat1 incidents are managed by ensuring immediate actions, reporting and support is provided to staff and customer</li> <li>2. Monitor high risk customers / sites and support implementation of safety plans, including contributing and supporting systems for new intakes</li> <li>3. Undertake internal and external reporting requirements</li> </ol>

## Compliance with Standards

The Safeguarding Team is responsible for providing assurance to executive and board that operational procedures are fully compliant with standards, policies and legislation. The Safeguarding Team will oversee the enterprise compliance framework and monitor and report weaknesses and identify recommendations. This framework provides a compendious overview of the organisations practice and WHS compliance status.

## Investigation

The Safeguarding Team is the primary support for the organisation regarding investigations. The Team ensures that all reportable incidents and allegations are fully investigated, reported, and recommended actions implemented in appropriate timeframes. The Safeguarding Team play an role as an independent party, aswell as ensuring positive support and appropriate experience is maintained for all customers and staff engaged in the investigations process.

## Reporting

All reportable incidents and allegations must be reported to the appropriate authorities on time and with full disclosure. The Safeguarding Team are responsible for the stewardship of this process. In performing this function, the Safeguarding Team must ensure appropriate internal reporting is completed, and that appropriate engagement of internal stakeholders is maintained at all times.

## Auditing

The Safeguarding Team ensure that an appropriate internal and external auditing regime is in place and that there is a systematic approach to monitoring the implementation of management action plans arising from audits.

## Complaints Management

The Safeguarding Team will ensure that customers and staff have direct access to raise complaints in a confidential way and that there is a systematic process in place to monitor and report on the resolution of those complaints. This includes managing whistleblower complaints raised via third party, Stoplevel.

## **Responsibilities & KPI's of the Safeguarding Team Member (Investigator)**

The Safeguarding Team Member (Investigator) is responsible for the following:

1. Manage full investigation caseload, including undertaking / recording interviews & producing reports against legislation / standards – report quarterly
2. Negotiate caseload priority with principal delegate
3. Maintain internal data management requirements, including contributing recommendations to register for monitoring / closure
4. Maintaining confidentiality, separation of function and reporting obligations
5. Collaborate with key internal and external stakeholders as required, including Police, Departments or regulators
6. Stay abreast of current legislations and best practices relating to investigations and contribute to any policy, practice, communication or training needs

## **Probity and Workplace Health & Safety**

All staff within Lifestyle Solutions must adhere to their obligations to maintain appropriate probity clearances and obligations under the relevant Workplace Health and Safety legislation. All staff have a duty of care to take all steps reasonably practicable to ensure their own safety and the safety of others. All staff have an obligation to notify Lifestyle Solutions immediately if there is any

event which may affect their ability to meet the requirements of the relevant probity clearances.

### Team based working, Technology and Systems

All staff within Lifestyle Solutions must have the skills and attributes for working effectively in a team-based structure. Lifestyle Solutions staff must also embrace all forms of technology (from manual processes and system to sophisticated cloud/mobile software). Collaborative problem solving and continuous improvement are essential requirements for Lifestyle Solutions staff and external parties who provide professional services to the organisation.

### Skills & Knowledge

The skills and experience required by the Safeguarding Team Member (Investigator) are:

Primary Function	Number	Skills
Safeguarding Team Member (Investigator)	3 x full time employees with the following skills:	<ol style="list-style-type: none"><li>1. Minimum 5 years' experience conducting investigations</li><li>2. Relevant tertiary qualifications</li><li>3. Sound understanding of Human Service Sector compliance / reporting requirements</li><li>4. Proven ability to interview various stakeholders (including customers, families and employees)</li><li>5. Proven ability to manage complex issues across a range of internal and external stakeholders</li><li>6. Advanced computerized record keeping skills.</li><li>7. Proven ability to write investigation reports</li><li>8. Demonstrated ability to manage confidential information</li></ol>

It is a mandatory requirement that the Safeguarding Team Member (Investigator) ensure that the team possess sufficient knowledge and skills to safely, efficiently and effectively meet its accountabilities and goals. The Safeguarding Team is required to participate in regular team meetings to review team skills and identify skill gaps. Safeguarding Team Member (Investigator) are required to obtain additional skills where a skill gap has been identified. Recruitment and Learning and Development are guided by a regular evaluation of each Team's skills matrix and an assessment of specific skill gaps within each Team.