POSITION DESCRIPTION – People and Culture Compliance Officer

REPORTS TO: Safeguarding Practice Manager
GRADE/AWARD/LEVEL: Social Community Home Care and Disability
Services Industry Award 2010 Level 4
WORK LOCATION: Pennant Hills Head Office
PROGRAM: People and Culture
WORKING WITH CHILDREN: Clearance required

PURPOSE

The role of the People and Culture Compliance Officer is to support and assist the People and Culture team in relation to the review and management of administration and compliance matters for safeguarding, safety and HR for all CatholicCare employees, contractors, carers, students and volunteers.

RESPONSIBILITIES

1. Responsible for monitoring and processing all relevant compliance checks for all employees, volunteers, carers, students and contractors including:
   - Follow-up and processing of all National Criminal History checks and Working with Children Checks (WWCC) for new and current employees, contracts, carers, students and volunteers including ensuring that the information is accurately completed and check is submitted online in a timely manner.
   - Ongoing monthly reporting on expiration of compliance requirements including providing communication to the employees and managers to ensure new checks are completed and returned in a timely manner.
   - Monitor return of new employee information and ensure that all required information is returned prior to the new employee commencing employment.
   - Communication to relevant stakeholders in relation to the return of checks and providing oversight to the process for returning risk assessments.
   - Ensure that all matters of non-compliance are escalated to the relevant manager for action.

2. Provide support to People and Culture Team in relation to all compulsory training including:
   - Follow-up all non-attendance of employees at compulsory training to ensure that they are re-booked and communicate any issue surrounding non-attendance and end of probation periods to the appropriate stakeholders for action.
   - Assist with the preparation and coordination of any People and Culture training when required.
• Assist with the facilitation of training sessions when required.

3. **Support the safeguarding manager in developing a safe guarding culture through**
   • Reviewing current business practice and make recommendation for continuous improvement
   • Remain up-to-date with any changes of legislation, regulations or industry practice and assist with the implementation of these changes as required.
   • Complete Safeguarding Audits at operational sites and assist the manager with the development of an action plan to address non-compliance issues.
   • Be a Safeguarding advocate within CatholicCare to create a culture of best practice.

4. **Provide general admin support to the People and Culture team including;**
   • Management of Safeguarding data base and Safeguarding files to ensure that data is accurately maintained and updated.
   • Provide general administration support to the Human Resources team e.g. contract generation, data integrity, file management, reporting, etc.
   • Assist with the preparation and reviewing of regulatory reporting requirements.
   • Gathering of reporting data through existing databases and analysis of statistics for regular reports.
   • Coordination and distribution of P&C team agenda and team meeting minutes.
   • Any other duties as might reasonably be requested from time to time.

5. **Promote and uphold the Mission, Vision and Values of CatholicCare by:**
   • Effectively modelling CatholicCare values to staff, clients and others;
   • Ensuring staff understand and positively work within the Values and Mission of CatholicCare.

**SUPERVISORY RESPONSIBILITIES**

The People and Culture Compliance Officer has no direct staff or Supervisory responsibilities.

**REQUIRED COMPETENCIES**

To perform the job successfully, the People and Culture Compliance Officer should demonstrate the following competencies:

• Initiative – individuals taking responsibility for their performance with integrity and diligence.
• Respect – accepting of individual differences and treating others with dignity; demonstrated support for the organisation and its missions and goals.
• Building collaborative relationships – the ability to develop, maintain and strengthen partnerships with others inside and/or outside the organisation and provide information, assistance and support.
• Communication skills – the ability to express yourself clearly in business writing and in conversations and interactions with others
• Risk management – anticipation, mitigation and resolution of workplace events/issues
• Professional skills/knowledge – the ability to demonstrate an appropriate level of knowledge and skill in relation to the role
• Self-management – the ability to develop and maintain professional practices in a responsible manner
• Information management skills – the ability to input, maintain, provide and distribute information appropriately

EDUCATION, KNOWLEDGE, AND EXPERIENCE

• Tertiary qualifications in Social Welfare or Human Resources or relevant industry experience.
• Demonstrated advanced administrative skills and ability to deliver a broad range of administration services;
• High level oral and written communication skills;
• Proven capacity to work as part of a team and unsupervised;
• Established aptitude to show initiative and follow matters through to completion;
• Strong time management skills;
• Attention to detail;
• Discretion and the ability to maintain strict confidentiality;

Desired
• Demonstrated competency in Microsoft Office applications and SharePoint
• Child Safe