



SISTERS OF MERCY BRISBANE CONGREGATION

POSITION DESCRIPTION

POSITION	Redress and Research Officer/ Assistant
TYPE	Part Time - Maximum Term to July 2028
LOCATION	Congregation Office (off site as required)
APPOINTED BY	Congregation Leader
REPORTS TO (position title)	General Manager
SUPERVISES	Nil
FINANCIAL DELEGATION	In accordance with the Sisters of Mercy Brisbane Congregation Delegation Policy

PURPOSE OF THE POSITION

The purpose of this position is to offer specialised research and advisory services across key areas that include a) The National Redress Scheme, civil claims and b) Family and historical research inquiries. This role is crucial in providing comprehensive support and guidance to the Congregation Leadership Team in navigating the complexities of information requests in regard to the National Redress Scheme and civil claims, ensuring that requests for assistance and information are responded to in a timely manner. Additionally, it involves conducting research and providing advice to address family and historical inquiries, aiding individuals in uncovering and understanding their personal histories. Through diligent research and informed guidance, this position aims to facilitate resolution and understanding for those seeking assistance across a range of significant and sensitive matters.

ORGANISATIONAL ENVIRONMENT

The Brisbane Congregation of the Sisters of Mercy is a group of Catholic women religious founded in Brisbane in 1861. The Sisters draw their inspiration from Catherine McAuley who founded the Sisters of Mercy in Ireland in 1831 and Mother Vincent (Ellen) Whitty who founded the Brisbane Congregation. Together with their partners in Ministry, the Sisters continue to respond compassionately and with justice to the needs of those experiencing poverty, disadvantage and exclusion through a commitment to mercy, justice, and compassion.

Congregation staff provide services and support to the Congregation Leadership Team in its leadership and trusteeship of the Congregation and its stewardship of Sisters of Mercy resources. The responsibilities and accountabilities of all roles are underpinned by Gospel values and Catholic traditions, the vision, mission and ethos of the Sisters of Mercy, and Congregation Leadership Team approved plans, policies, procedures and practices.

The Sisters of Mercy Brisbane Congregation, its staff and volunteers are committed to child safety and take a zero tolerance to child abuse.

KEY PERFORMANCE AREAS	REQUIREMENTS AND RESPONSIBILITIES
1. Mission, Vision and Values	<ul style="list-style-type: none">Execute the duties and functions of the role within Gospel values and Catholic traditions, and the vision, mission and ethos, of the Sisters of Mercy, Brisbane.

Approved By: Peta Goldberg rsm, Congregation Leader

Signature:		Approval Date:	09/04/2024
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KEY PERFORMANCE AREAS	REQUIREMENTS AND RESPONSIBILITIES		
	<ul style="list-style-type: none">• Participate in mission formation programs and activities as required.• Model mission-aligned leadership that grows a culture of reflective practice and mission-aligned decision making.		
2. Service Delivery	<ul style="list-style-type: none">• Receive and process notices pertaining to the National Redress Scheme and Civil Claims. Ensuring timely and appropriate action is taken in accordance with established protocols.• Collaborate closely with the Congregation Leader and Leadership Team to conduct comprehensive research on all inquiries, adhering to established processes and procedures.• Respond to and address research inquiries received, employing thorough investigation and analysis to determine the most suitable course of action.• Provide appropriate, timely and accurate responses to inquiries, utilising effective communication skills to convey information clearly and effectively.• Maintain meticulous records of all inquiries received and actions taken, ensuring accuracy and accountability throughout the process.• Continuously monitor and update knowledge of relevant legislation, regulations, guidelines, and best practice to enhance service delivery and stay abreast in this field.• Foster positive relationships with internal stakeholders and external partners to facilitate seamless coordination and support in addressing inquiries and implementing solutions.• Maintain expertise in the field of safeguarding standards including familiarity with Civil and Church documents.		
3. Quality, Compliance and Risk	<ul style="list-style-type: none">• Quality Assurance: Implement rigorous measures to ensure that responses to National Redress Scheme, Civil Claims notices and research inquiries meet established standards of accuracy, completeness, and relevance.• Compliance Adherence: Maintain strict adherence to regulatory requirements and organisational policies governing the handling of National Redress Scheme and Civil Claims including research inquiries, mitigating compliance risks and safeguarding organisational integrity.• Risk Management: Identify and assess potential risks associated with handling sensitive information and providing advisory services. Implement proactive risk management strategies to minimise the likelihood of errors, omissions, or legal liabilities.• Continuous Improvement: Engage in ongoing evaluation and enhancement of service delivery processes and procedures. Leverage feedback mechanisms and performance metrics to drive continuous improvement initiatives aimed at optimising quality, compliance, and risk management practices.		
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KEY PERFORMANCE AREAS	REQUIREMENTS AND RESPONSIBILITIES
4. Personal Performance and Professional Development	<ul style="list-style-type: none">• Exhibit in all personal and professional behaviours, the core values and underpinning philosophy of the Sisters of Mercy, Brisbane Congregation.• Maintain strict confidentiality and adherence to Privacy Policy and all regulations.• Undertake professional development and government mandatory service as required.• Participate in all relevant and mandatory training and development programs organised by the Sisters of Mercy Brisbane.• Participate in performance appraisal and review processes.• Maintain an up to date understanding of the National Redress Scheme and Research protocols, in order to provide specialist advice to the Congregation Leadership Team.
5. Workplace Health & Safety	<ul style="list-style-type: none">• Adhere to safe work practices at all times.• Comply with Sisters of Mercy Congregation staff policies and procedures and all safe operating procedures and protocols.• Promote the management of hazards by reporting incidents and hazards immediately and in line with organisation procedures.

QUALIFICATIONS, COMPETENCIES AND ATTRIBUTES	
Required to have	Beneficial to have
<ul style="list-style-type: none">• A well-developed understanding of the National Redress Scheme and contemporary research practices.• Previous experience in a similar role• A commitment to Child and vulnerable person safety and meet requirements to pass and maintain relevant and legislative probity checks.• Integrity and sensitivity to issues of privacy and confidentiality and an ethical approach to decision making.• Advanced oral and written communication skills.• High level computing skills, including experience in Excel, Word and Outlook.• Proactive and methodical approach with a focus on meeting deadlines.• Ability to work consistently and with a high level of accuracy.• Ability to remain calm and to work unsupervised.	<ul style="list-style-type: none">• A working knowledge of the Catholic Church in Australia, its structure and language.

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KEY SELECTION CRITERIA	
1.	Alignment with Gospel Values and Catholic Traditions: Demonstrate a commitment to executing the duties and functions of the role in accordance with Gospel values, Catholic traditions, and the vision, mission, and ethos of the Sisters of Mercy, Brisbane. Contribute to a culture which fosters continuous learning, growth, and ethical conduct.
2.	National Redress and Civil Claims Management: Exhibit proficiency in receiving and processing notices related to the National Redress, and civil claims ensuring prompt and appropriate action is taken while adhering to established protocols and maintaining sensitivity to the needs and rights of survivors.
3.	Research Inquiry Handling: Demonstrate adeptness in addressing and responding to research inquiries through thorough investigation and analysis, collaborating closely with the Congregation Leader and Leadership Team to conduct comprehensive research and provide timely and accurate responses and adhering to strict confidentiality and following established processes and procedures
4.	Record-Keeping and Compliance: Maintain meticulous records of all inquiries and actions taken, ensuring accuracy and accountability throughout the process. Adhere to, regulatory requirements and organisational policies governing the handling of National Redress and civil claims and family research inquiries.
5.	Relationship Management: Well-developed relationship management skills, demonstrating high standards of professional behaviour and confidentiality when dealing with all stakeholders.
6.	Continuous Learning and Development: Exhibit a commitment to continuous professional development by staying abreast of relevant regulations, guidelines, and best practices pertaining to the National Redress Scheme, civil claims and research protocols.
7.	Privacy, confidentiality and Integrity: Demonstrate integrity and sensitivity to issues of privacy and confidentiality and an ethical approach to decision making.
8.	Communication: Excellent verbal and written communication skills demonstrating an ability to communicate complex ideas and present information effectively.
9.	Safety and Compliance: Demonstrate a commitment to safe work practices by adhering to Sisters of Mercy Congregation staff policies and procedures.

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Signature:		Approval Date:	09/04/2024



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EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given and will adhere to the tasks and performance expectations therein.

Signed: _____

Name (*please print*): _____

Date: _____

Approved By: Peta Goldberg rsm, Congregation Leader

Signature:

Approval Date:

09/04/2024