



CATHOLIC DIOCESE  
OF ROCKHAMPTON

# Diocesan Professional Standards & Safeguarding Manager

Position Description

# Position Details

<b>Position Title:</b>	Diocesan Professional Standards & Safeguarding Manager
<b>Employment Type:</b>	Full-time; Permanent
<b>Classification/Remuneration:</b>	Grade E, Diocesan Salaried Officers' Scale
<b>Entity/Location:</b>	170 William Street, Rockhampton QLD 4700
<b>Manager(s):</b>	Bishop of Rockhampton Diocese
<b>Effective Date:</b>	20 May 2024

## Catholic Diocese of Rockhampton

In proclaiming the mission of Jesus Christ, the Bishop is assisted in his role of sanctification, teaching and governance by the directors of four major vicariates, namely Pastoral, Financial, Education and Care.

### Our Vision

“As a community of disciples of the risen Christ, we live out the call of baptism through personal faith in Jesus, witnessing together the Good News of the Kingdom, co-responsible for the Mission”

### Our Values

- Church workers are committed to justice and equity
- Church workers uphold the dignity of all people and their right to respect
- Church workers are committed to safe and supportive relationships
- Church workers reach out to those who are poor, alienated, or marginalised
- Church workers strive for excellence in all their work

Service given according to these principles is life-enriching for both the providers and recipients. Employees are expected to reflect on and uphold the Christian ethos and values in all relationships and actions.

### Safeguarding Commitment

The Catholic Diocese of Rockhampton is committed to safeguarding children and vulnerable adults. Our policy reflects our Catholic belief that every human being has dignity that we recognise as coming directly from God's creation of male and female in God's own image and likeness.

The Diocese is committed to safeguarding everyone involved in its ministries and services but gives special priority to the safety and wellbeing of children and vulnerable adults. All Diocesan personnel are expected to conduct themselves in accordance with the National Catholic Safeguarding Standards in all interactions with children and vulnerable adults.

The *Australian Human Rights Commission Act 1986* (Cth) states that it is not unlawful for an employer to discriminate against an employee based on their criminal history if that history relates to an inherent requirement of the particular job. Therefore, as a recommendation from various Royal Commissions, all paid positions in the Diocese will be conditional on a criminal record check and will be subjected to three yearly checks, as per the Employment Screening Policy.

### Organisational Duties and Responsibilities

#### Policies and Codes of Conduct

Comply with all current and potential policies and codes of conduct applicable to Catholic Diocese of Rockhampton personnel.

#### Work Health and Safety

- Take reasonable care for your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others
- Comply, as far as you are reasonably able, with any reasonable instruction
- Observe all approved policies and/or procedures
- Ensure timely and accurate reporting of all incidents and hazards
- Attend WH&S training

#### Public Relations

- Always promote a positive image of the Church through professional standards of personal presentation and courteous, respectful behaviour.

# Role Purpose

The Diocesan Professional Standards and Safeguarding Manager will manage the operations of the Professional Standards Office and be responsible to the Bishop for the ongoing management of old and new cases within the Diocese. The role will foster and enhance a culture that encourages cultural safety for children, young people, and adults-at-risk in compliance with the National Catholic Safeguarding Standards. The role will support the local Parish Safeguarding Representatives (PSRs) and have overall responsibility for the ongoing management of safeguarding complaints and professional standards cases.

# Your Department

The Diocesan Professional Standards and Safeguarding Office will ensure compliance with the Safeguarding Policy across all the Diocesan entities and in all parishes. This will be achieved through the provision of induction and education resources and setting up and maintenance of recording systems for parishes and quality control of induction and training.

# Key Responsibilities

## Professional Standards

- Support and advise the Bishop in the management of boundary violation cases.
- Implement and continue to reflect on the outcomes of the recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse and consider the implications for the Catholic Diocese of Rockhampton.
- Provide timely, contemporaneous, professional advice to the Bishop on all matters relating to professional standards and the Diocese's Code of Conduct.
- Advise on compliance with the National Response Protocol.
- Conduct Professional Standards processes at the request of the Bishop.
- Connect with the Director of the Professional Standards Office of Queensland on professional standards matters.
- Receive requests and professional standards declarations of visiting clergy, religious and lay people, advise the Bishop, and record and issue approval letters.
- Manage the Australian Catholic Ministry Register (ACMR) for clergy.
- Advise the Bishop of expiry of Blue Card, Police Checks and ACMR statuses.
- Liaise with statutory authorities on professional standards and safeguarding matters as required/mandated.
- Receive complaints/concerns from within and without of the Diocese and act in accordance with procedures in an empathic and trauma-informed manner.
- Establish and manage the Diocesan response to survivors of abuse and manage the support process for respondents, including pastoral support and the establishment and of Risk Management Plans and implementation of relevant supports.
- Complete professional standards risk assessments as required.
- Complete and manage Safety Plans as required.
- Keep timely, accurate and confidential notes.
- Provide information to other church entities and Australian Catholic Safeguarding Ltd (ACSL) as required.
- Provide information to diocesan insurers as directed by the Director of Diocesan Services.
- Respond to queries from within and outside the Church on professional standards and safeguarding relevant matters.
- Serve as the Executive Officer, and advise and collaborate with the Bishop's Professional Standards Committee and the Bishop about appropriate management of all abuse allegations, claims or concerns, including effective communication.
- Ensure integration between the Risk Management Committee and the Safeguarding Committee by participating on the Risk Management Committee.
- Support/advise and attend facilitation and apology sessions as required by the Bishop.
- Manage participation in the National Redress Scheme in collaboration with legal advisors.
- Provide accurate and timely evidence, reports and research to Diocesan solicitors.
- Attend regular meetings with Director of Professional Standards Office Catholic Church Queensland.
- Attend regular meetings with Catholic Education Student Protection lead and CatholicCare Central Queensland Safeguarding lead.

- Establish and manage the Diocesan response to survivors of abuse and manage the support process for respondents, including pastoral support and the establishment and of Risk Management Plans and implementation of relevant supports.
- Monitor and take calls made to the Professional Standards 1800 number during business hours, checking occasionally on weekends.
- Be available to respond to and support the Bishop through a professional standards crisis outside of business hours, if required.

## Safeguarding

- Advise the Bishop on all matters applying to safeguarding within the Diocese.
- Ensure safeguarding policies and procedures are compliant with National Catholic Safeguarding Standards and write/update policies and procedures as necessary.
- Ensure parishes are compliant with policies and procedures through internal audit.
- Ensure every parish has a formally appointed and inducted PSR.
- Support PSRs in their roles, including by coordinating group PSR meetings.
- Ensure that safeguarding training is provided as per the NCSS and Diocese requirements.
- Maintain a training database.
- Review and update safeguarding training in light of NCSS, legislation and feedback.
- Oversee the volunteer recruitment process and recording of this information.
- Manage the safeguarding risks contained on the risk matrix and attend Diocesan and agency Risk Management Committee meetings on request.
- Attend provincial safeguarding meetings and host annual provincial safeguarding meetings.
- Provide tailored training to clergy, religious, and seminarians as required.

## Reporting & Supervision

- Provide regular briefings and written monthly management reports to the Bishop.
- Engage in external professional supervision for case management matters as approved by the line manager.
- Engage in managerial supervision and appraisal.
- Engage in spiritual supervision for personal well-being as approved by the line manager.
- Respond to reporting requests from the Australian Catholic Bishops' Conference (ACBC) and ACSL.

## Safeguarding & Professional Standards Office

- Manage the operations of the Professional Standards Office.
- Supervise the Safeguarding Administration Officer, if applicable, ensuring the timely and accurate processing of permission applications, Working with Children Checks, Australian Catholic Migrant & Refugee applications, and the provision of pastoral support.

# Role Requirements

## Qualifications, Experience and Requirements

- Tertiary qualifications in justice, social work, child protection or education.
- Demonstrated knowledge of child protection legislation and human rights.
- High level communication skills both written and verbal.
- Ability to set up and interrogate databases.
- Sensitivity to cultural differences.
- Knowledge of trauma-informed care approaches.
- Undertake travel throughout the Diocese as required to fulfil the requirements of the position.
- Work flexibly including outside of office hours to meet the requirements of the role.
- As an employee of the Catholic Diocese of Rockhampton, you must not at any time during or subsequent to your period of employment, disclose any information concerning the business affairs, or property of the Catholic Diocese of Rockhampton to any third party unless pre-approved by the Bishop or required by law.
- Active participant in the Catholic Church community and/or lifestyle compatible with the values and teachings of the Church.
- Thorough knowledge of and commitment to the Diocesan Vision Statement and Values.
- Knowledge of and commitment to Catholic Social Teachings.
- Ability to provide a clear criminal history record check and obtain a Queensland Working with Children (Blue Card) Check.

- Ensure ongoing disclosure of any criminal charges or allegations (current or historic), as soon as possible after such charges come to the employee's attention and in accordance with the Personnel Screening Policy as amended from time to time. Failure to comply with this ongoing obligation to disclose may lead to disciplinary action, including dismissal.
- Current motor vehicle driver's licence.

#### **Desirable**

- Understanding of Catholic Church hierarchy and structures.
- Demonstrated ability to set up training systems.
- Demonstrated ability to manage a system of policies and procedures.
- Demonstrated ability to establish and maintain an internal audit system.

### **Key Relationships**

- Bishop
- Clergy
- Religious
- Director of the Queensland Professional Standards Office
- Director of Diocesan Services
- Director CatholicCare CQ
- Director Catholic Education
- Chancellor of Diocese
- Parish Safeguarding Representatives
- Diocesan Human Resource Manager
- Diocesan Pastoral Services
- Diocesan employees and volunteers
- CatholicCare Central Queensland Safeguarding lead
- Catholic Education Diocese of Rockhampton Student Protection lead
- Diocesan legal advisors

## **Key Selection Criteria**

- Capacity to work with and enthusiastically uphold the values and teachings of the Catholic Church
- Communication and interpersonal skills
- Negotiation, influencing, mediation, counselling, presentation, and conflict resolution skills
- Written communication skills in report writing and other document production
- Public speaking ability and experience in facilitating small group information and training sessions
- Demonstrated knowledge and ability in the management of issues involving the law
- Experience in achieving and maintaining compliance with significant government and/or organisation policies, especially those pertaining to the protection of children and vulnerable adults
- Demonstrated understanding and management of issues associated with cultural change
- Demonstrated skills in working independently and as part of a team
- Demonstrated capacity to identify and keep relevant stakeholders informed