

# Position Description

<b>POSITION TITLE:</b>	National Redress Coordinator
<b>REMUNERATION SCALE:</b>	Grade 3
<b>FULL TIME EQUIVALENT:</b>	1.0 FTE
<b>HOURS PER WEEK:</b>	37.5
<b>LOCATION:</b>	Braddon, ACT
<b>AUTHORISING OFFICER:</b>	Chief Operating Officer
<b>DATE:</b>	February 2026

## Primary Objective

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The National Redress Coordinator provides a wide range of executive support to key functions of the Conference, in particular supporting the Manager, Australian Catholic Redress and the activities of the Australian Catholic Redress Limited (ACRL).

## Major Accountabilities

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### *General administration duties*

- Provide comprehensive high level administrative support to the staff and Directors of ACRL and other functions as required.
- Contribute to the development of policies, guidance, protocols and procedures. Administer all incoming correspondence to ACRL and where required, draft responses to a good standard for the approval of the Manager, Australian Catholic Redress.
- Collate information from a range of sources to assist the Manager, Australian Catholic Redress to draft reports and discussion papers.
- Maintain a common diary for ACRL and organise all travel and accommodation bookings as required.
- Arrange meetings, draft meeting agendas; prepare meeting papers; publish meeting minutes as approved.
- Other administration duties as required.

### ***National Redress Scheme (NRS)***

- Under the NRS, manage the administration, handling and reporting of notices, enquiries and complaints ensuring high levels of accuracy and confidentiality at all times.
- Monitor the activities of ACRL to ensure that it realises its mandated responsibilities as the representative for the 35 dioceses and other Catholic organisations participating in the NRS.
- Monitor and update a database to reflect the status of NRS application packages in the NRS Institutional Portal and provide notification of changes in the status of NRS applications with the relevant personnel in the 35 diocese and other Catholic organisations participating in the NRS.
- Manage the payment of a quarterly invoice to the Department of Social Services, including reconciling the invoice, issuing payment notices and associated administration.
- Other duties related to the NRS as required.

## **Organisational Environment**

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The NRS was created in 2018 in response to recommendations by the Royal Commission into Institutional Responses to Child Sexual Abuse. The NRS acknowledges that many children were sexually abused in Australian institutions and have suffered due to the abuse they endured. The NRS holds institutions accountable for this abuse and aims to help people who have experienced institutional child sexual abuse gain access to counselling and psychological services, a direct personal response, and a redress payment. The Scheme started on 1 July 2018 and will run for 10 years. ACRL has been created to interface with the Commonwealth Government and participating Catholic Church organisations to manage the NRS under the Australian Catholic Redress Limited framework.

The position provides high level assistance to the 35 dioceses and other Catholic organisations participating in the NRS by monitoring the progress of new or existing NRS applications. The position also provides general administrative assistance in a timely manner.

The General Secretariat is mandated by the Australian Catholic Bishops Conference to provide executive support to the Permanent Committee, as well as provide back-office services to small to medium size Conference agencies and provide a coordination role of agency activities on behalf of Bishops Commissions.

## **Risk and Work Health and Safety**

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Observe safe work practices in accordance with training and instruction given and report any risk to your immediate supervisor. Risks arising in the workplace may be financial, site, task or person specific or related to safety.

Comply with the Conference's corporate work health and safety practices.

Identify, report and where appropriate, action risks/hazards to eliminate or mitigate against the risk recurring.

Participate in the consultative processes provided by the organisation.

The duties of the National Redress Coordinator involve working with sensitive and potentially distressing material.

## Safeguarding

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To the extent that it applies to this position:

Comply with best practice for safeguarding of children and vulnerable people in accordance with established laws, standards and organisation procedures.

Promote and implement safeguarding training (including induction and ongoing training), safeguarding practices and record-keeping within the agency.

## Key Communications

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The Manager, Australian Catholic Redress Limited: for direction on day-to-day operations.

Board members of ACRL: providing papers, attend board meetings, taking minutes and various reporting.

Department of Social Services: liaising with key Departmental personnel regarding notices from the NRS, manage and attend meetings.

For the purposes of ACRL's role as the representative body for the 35 dioceses and other Catholic organisations participating in the NRS: liaise with Diocesan Financial Administrators, Safeguarding and Redress Officers and other diocesan personnel: for processing of NRS applications, obtaining information, monitoring progress etc.

General Secretariat staff: as required for assistance in day-to-day operations.

Australian Catholic Bishops Conference agencies: as required, to form good working relationships.

## Job Environment

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The National Redress Coordinator is expected to apply professional standards and work in accordance with established procedures, particularly in the handling of protected information. The National Redress Coordinator is expected to work in an environment with limited direction at times.

## Accountability (independence and Influence)

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The National Redress Coordinator will make all decisions that fall within established policies and procedures.

The National Redress Coordinator will consult with the Manager, Australian Catholic Redress before making decisions that are outside established policies and procedures.

The National Redress Coordinator will refer all decisions to the Manager, Australian Catholic Redress that are outside established policies and procedures and beyond the scope of the position.

## Reasoning

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The National Redress Coordinator is required to recognise that work situations are governed by precedents, guidelines and operating processes which need to be understood in to be able to discriminate between alternative courses of action. Guidance is available within the time constraints needed to make a decision.

## Challenges

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The work of the National Redress Coordinator is driven by the activities of the various Secretariats and the General Secretary. This position will be required to manage their own work in a manner that will provide timely service to each of the areas they support. This role will be challenged by the need to maintain a balanced approach while working with distressing written material.

## Knowledge, Skills and Experience

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- A sound understanding of the National Redress Scheme or demonstrated ability to quickly acquire this knowledge.
- The ability to provide accurate and timely advice concerning the operation of the NRS to the 35 dioceses and other Catholic organisations participating in the Scheme under ACRL.
- Ability to maintain effective selfcare strategies when handling sensitive material and a willingness to participate in employer funded counselling to support ongoing wellbeing.
- Proven experience in a broad range of office duties with strong experience in working in a small team without close supervision.
- An understanding of the protected information principles as they relate to sensitive information.
- Demonstrated sound experience in Microsoft Office operating environment including Microsoft 365, SharePoint and Teams.
- Demonstrated experience and proficiency with Microsoft Excel and Word. An understanding of a database system. A strong working knowledge of Adobe software applications *or* the ability to quickly acquire this knowledge.
- Excellent time management skills with the ability to work under limited supervision, while prioritising tasks.
- Highly developed relationship building and stakeholder engagement skills.
- Demonstrated initiative, sound judgement and excellent problem-solving skills.
- Excellent electronic, oral and written communication skills.
- An understanding and willingness to work within the mission and identity of the Catholic Church.

## Employment Screening

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National police check

## Position Impact

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The National Redress Coordinator does not supervise another position and does not administer a budget.