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<b>Position</b>	Team Leader, Survivor Services and Redress
<b>Employer</b>	Adsafe Limited
<b>Location</b>	148 Fox Valley Rd, Wahroonga, NSW 2076
<b>Revised</b>	May 2022

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Adsafe Ltd is a service of the Seventh-day Adventist Church (SPD) Limited (ABN 59 093 117 689). Adsafesafe provides protective services for children and vulnerable adults across the Seventh-day Adventist Church in Australia, New Zealand and the wider South Pacific region (SDA Church). It superseded Safe Place Services (SPS) in early 2017 and was established in response to external reviews of the practices of the SPD, recommendations and guidelines emanating from the Australian Royal Commission into Institutional Response to Child Sexual Abuse, and new government legislation and regulations. Adsafesafe embraces a governance structure and response model that ensures transparency, accountability and levels of independence. It supports survivors and creates robust systems to mitigate against the risks of sexual and physical abuse of children and vulnerable adults.

## Position Summary:

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To provide leadership, direction and support to the Survivor Services and Redress Team, responsible for the delivery of support services to survivors of current and historical sexual and physical abuse and the progress of redress applications through the SDA Redress Scheme and the National Redress Scheme. This includes, but is not limited to:

1. Working collegially in a multi-disciplinary team environment, ensuring processes and procedures for effective communication within and between teams, to ensure the needs of survivors/victims is balanced with regulatory compliance and risk management strategies, in accordance with Adsafesafe's Constitution and relevant SPD Working Policies;
2. Assessing all matters referred to the Survivor Services and Redress Team, determining whether they are within Adsafesafe's scope;
3. Directing and instructing the Survivor Services and Redress team to ensure appropriate support services are provided to survivors of abuse having regard to Adsafesafe's Constitution, and where required, ensuring their families and carers are supported;
4. Collaborating with the Team Leader Risk Management and Investigations to regularly triage all new notifications and allocate as appropriate;
5. Providing leadership, oversight and support to members of the Survivor Services and Redress team, including the case management of survivors.
6. Managing all invoices received from counselling providers for the Survivor Services and Redress team, including coding and forwarding to Adsafesafe's Executive Assistant for processing with Treasury.

7. Overseeing any responses to claims for Redress on behalf of the SDA Church in Australia and New Zealand ensuring adequate support for survivors and advice for stakeholders throughout a claim period;
8. Identifying and implementing strategic opportunities to raise awareness of the impacts of abuse to internal stakeholders and our communities.

## Prerequisites:

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### Essential

1. Must be supportive of the Seventh-day Adventist Church, its mission, beliefs and lifestyle.
2. Relevant tertiary qualifications in social work, social services or psychology.
3. Demonstrated ability to manage varying and/or conflicting stakeholder demands.
4. Proven leadership, communications and people management skills including delegation and allocation of work.
5. Demonstrated track record of successful management within a service industry.
6. Experience in case management and solution-focussed outcomes.
7. Demonstrated experience in establishing and maintaining relevant partnerships with internal and external stakeholders and agencies.
8. Demonstrated experience in supporting quality service provision.
9. High level interpersonal and written communication skills, including ability to influence, negotiate and relate to people at various levels.
10. Experience with or sound knowledge of the National Redress Scheme, alternative dispute resolution or mediation.
11. Knowledge of the criminal justice system, child protection and relevant Australian and New Zealand legislation pertaining to sexual and physical assault.
12. A sound understanding of privacy laws and challenges associated with reporting obligations relating to sexual and physical assault.
13. High level of confidentiality regarding personal and sensitive information.
14. Ability to prioritise, meet deadlines and work under pressure.
15. Ability to work autonomously and in a team, and to think and plan strategically.
16. Knowledge of the Australian Royal Commission into Institutional Responses to Child Sexual Abuse.
17. Legal entitlement to work in Australia.
18. Capacity to travel within NSW, interstate and internationally as required.
19. Computer literacy particularly with Microsoft office suite.
20. Willingness to undergo a National Criminal History check.

## Preferred

1. A working knowledge and understanding of child protection in a religious context.
2. Experience in providing advice on the implementation of child protection compliance.
3. Previous experience in a religious, Not-for-Profit or charitable organisation highly valued.
4. Ability to create evaluation systems to ensure quality control and the effectiveness of the training provided.

## Behavioural Competencies:

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In conjunction with the Competency Framework factsheets, the Team Leader, Survivor Services and Redress is expected to demonstrate the following competencies:

1. **Leading and Supervising (1.2)** – Provides others with a clear direction; sets appropriate standards of behaviour.
2. **Persuading and Influencing (3.2)** – Makes a strong personal impression on others; gains clear agreement and commitment from others.
3. **Formulating Strategies and Concepts (5.3)** – Works strategically to realise organisational goals; sets and develops strategies.
4. **Delivering Results and Meeting Customer Expectations (6.2)** – Focuses on customer needs and satisfaction; sets high standards for quality and quantity; and
5. **Planning and Organising (6.1)** – Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances.

## Responsibilities:

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### Management of service provision and direct reports:

1. Lead, direct, develop and support the team to provide effective service provision to survivors of abuse and their families within Adsafesafe's scope which meets best practice and legislative requirements including efficient, professional, timely and confidential support.
2. Be accountable for meeting service provision requirements including:
  - (a) Ensuring effective use of assets and external services within the community to achieve positive outcomes for survivors, families and carers within Adsafesafe scope.
  - (b) Preparation of reports for board meetings, annual reporting and other reports as requested by the Operations Manager or General Manager.
3. Manage performance of team including:
  - (a) Outlining areas of accountability/expectations for each team member including delegating and allocating work according to priorities and workload.
  - (b) Conducting regular team meetings and overseeing case management.
  - (c) Conducting informal and formal performance appraisal for each team member.

- (d) Identifying and implementing professional development for team members.
  - (e) Ensuring compliance with all relevant SPD and Adsafesafe policies and procedures and legislative requirements.
  - (f) Ensuring accurate and timely collection and recording of information in Adsafesafe's database.
4. Engage in regular communication with and provide feedback, updates, advice and support to other Adsafesafe teams through formal and informal meetings.
  5. Conduct daily intake/triage of new notifications in collaboration with other Team Leaders.
  6. Participate in strategic planning and professional development relevant to Adsafesafe's services.

### Oversight of Redress Services

7. Oversee responses to redress claims made through the National Redress Scheme and the internal Seventh-day Adventist Redress Scheme.
8. Support Redress Case Officer to coordinate responses to the redress schemes, including:
  - (a) Determining eligibility of redress claims.
  - (b) Ensuring adequate support for survivors when making claims through the internal scheme and referring them for case management support where requested.
  - (c) Providing advice to stakeholders on redress process during claim period.
  - (d) Preparing draft settlement paperwork for review by stakeholders and their legal advisors.
  - (e) Assisting stakeholders in providing direct personal response to redress claimants if desired by survivors.

### Stakeholder Management:

9. To ensure effective advocacy and service delivery for survivors, establish, nurture and maintain effective relationships and partnerships with:
  - (a) Leaders and administrators of conferences, local churches, school companies, schools and other affiliated entities of the SDA Church.
  - (b) Survivors and their families.
  - (c) Service providers and community organisations.
  - (d) Relevant government agencies.
  - (e) The wider Adsafesafe team.
10. Identify opportunities to promote Adsafesafe to the wider SPD of the SDA Church.

## Work Health and Safety Responsibilities:

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As an employee of Adsafesafe you are required to:

1. Take reasonable care for your own health and safety.
2. Take reasonable care that your acts or omissions do not adversely affect the health and safety of others.
3. Comply so far as you are reasonably able with any reasonable instruction that is given by the person conducting the business or undertaking to allow you to comply with the Act.
4. Co-operate with any policy or procedure of the person conducting the business or undertaking relating to health and safety at the workplace that has been notified to workers.

As a manager/supervisor of Adsafesafe you are required to:

1. Integrate Adsafesafe's goals and objectives for WHS into work practices.
2. Undertake the tasks required for the successful implementation of the Adsafesafe's WHS risk management program.
3. Consult with your team on WHS matters which may affect them.
4. Promote the consultation on WHS issues as a normal component of work.
5. Ensure all plant, substances and work systems used are suitable for their intended purpose and meet safety requirements.
6. Provide adequate training, information, instruction and supervision to your staff so that work is conducted safely.
7. Make sure that contractors and visitors are aware of relevant safety policies and procedures.
8. Take immediate and appropriate steps to inform senior management to investigate and rectify any risks to health and safety issues.
9. Promote access for staff to Wellbeing Leave to manage workload pressure and to mitigate against burnout.
10. Properly record and report all incidents, and carry out an investigation to determine causal factors.
11. Ensure safe access to, and egress from, the workplace is maintained at all times.
12. Actively support return-to-work programs.

## Terms and Conditions:

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The terms and conditions shall be read in harmony with the SPD/Adsafe Office Manual, SPD Working Policy, and other Adsafesafe policies and procedures as amended from time to time. Such policies and procedures are not incorporated into your employment contract.

**Appointed by:**

General Manager, Adsafesafe

**Status:**

Full-time

**Responsible to:**

Operations Manager, Adsafesafe

**Employees responsible to you:**

Senior Case Officer – Survivor Services

Case Officer – Survivor Services

Case Officer - Redress

**Performance appraisal:**

Initial informal review within 6 months then formal appraisal at 12-month intervals.

**Remuneration:**

As per the South Pacific Division Wages Schedule (Australia).

## Confidential Information:

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In the course of work and social interaction the holder of this position will become aware of material which is sensitive and must be kept confidential.

1. Confidential Information is any information belonging to the Seventh-day Adventist Church and Adsafesafe which is not available to the public which:
  - (a) is indicated as confidential;
  - (b) would be of commercial value to a competitor;
  - (c) relates to our constituents or staff, including lists of constituents or staff and their requirements; and
  - (d) relates to personal or sensitive information.
2. The holder of this position agrees that they will not use or disclose any Confidential Information without written permission at any time during their employment with the Seventh-day Adventist Church and Adsafesafe or subsequent to that employment.
3. The holder of this position may only use or disclose Confidential Information if it is necessary in order to perform their duties for the Seventh-day Adventist Church and Adsafesafe, or are ordered to disclose such information by a court.
4. Unless written permission is given from the Seventh-day Adventist Church, the holder of this position must not, except as reasonably necessary to perform their duties with the Church:
  - (a) seek to obtain confidential information to which they have not been granted access;
  - (b) remove or destroy confidential information from the Adsafesafe premises; or

- (c) make copies of confidential information.
- 5. The holder of this position will promptly inform General Manager via their supervisor of any breach of confidentiality by an Adsafes staff member or other Church personnel.

### Personal Commitment:

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Being employed by Adsafes, as a service of the Seventh-day Adventist Church, requires personal commitment to the Seventh-day Adventist Church's mission and lifestyle. The holder of this position will:

1. Reflect in their personal and professional life the church's Christian values, as referred to in the SPD Policy Book.
2. Meet ethical practice responsibilities and maintain professional practice standards.
3. Meet supervision standards where it relates to qualified professionals or ensure external supervision complies with these requirements.
4. Maintain and develop personal knowledge in area of expertise and meet core values and behaviours.

By signing this job description, the holder of this position acknowledges that they have read and understand the requirements of the job and will abide by all its terms and conditions.

### Confirmation:

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Name of the appointed person:

Commencement date:

Signature of the appointed person:

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Date of signing:

Name of witness / title

Signature of witness

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