

Role Title: Customer Safeguarding Advisor

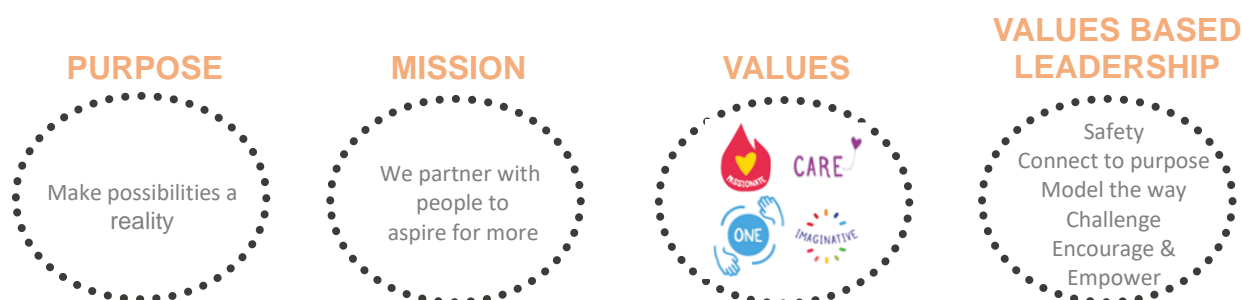
Success Profile

Your division	Service Delivery
Your team	Customer Safeguarding Team
You report to	Customer Safeguarding Lead

PURPOSE OF YOUR ROLE

This role coordinates the customer incident management process and the identification of continuous improvement and learning initiatives related to safeguarding of our customers. This role manages investigations into significant incidents that impact customers, makes recommendations for practice improvement, supports relevant complex case management and the feedback management process. This role works collaboratively with customers, guardians, Service Delivery, and the organisation more broadly to safeguard and improve outcomes for people with disability.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

SAFETY	<ul style="list-style-type: none"> • Demonstrate safety leadership in every action you take and decision you make, recognising good safety practice and taking action to improve safety where necessary • Report accidents and/or incidents to a supervisor immediately or as soon as possible, to ensure investigation occurs in a timely manner and appropriate controls are identified and implemented to prevent recurrence. • Work collaboratively with colleagues and business leaders to ensure a safe working environment for our people and customers, fostering a culture of continuous improvement and no blame. • Promote wellness by contributing to the resilience of the team.
CUSTOMER CONNECTION	<ul style="list-style-type: none"> • Support a culture of person-centred practice which puts customers and their family, carers and/or guardians at the forefront. • Consistently demonstrate behaviours that facilitate an exceptional customer experience. • Demonstrate effective stakeholder engagement and influencing skills to effectively and efficiently deliver customer safety focused initiatives. • Advocate for the implementation and ongoing application of Human Rights for people with disability, namely the right to live free from

	violence, abuse, neglect and exploitation, and the right to choose and control.
OUR PEOPLE	<ul style="list-style-type: none"> • Demonstrate values-based leadership and role model Endeavour Foundation behaviours at all times. • Contribute to a performance focused culture of success and inspire a sense of purpose throughout the team. • Genuine willingness to work within a strong and confident team and contribute to the growth and development of the team. • Participate in team building activities, including actively participating in the Performance Partnerships program to ensure individual and team key performance indicators are achieved, and Endeavour Foundation's values and behaviours are consistently demonstrated. • Take a proactive approach to on-the-job training to ensure knowledge and skills are industry standard.
OPERATIONAL EXCELLENCE	<ul style="list-style-type: none"> • Advocate contemporary best practice, policies, and processes to manage incident investigations and customer safeguarding by identifying the contributing factors and root causes of 'customer harm' to plan and progress improvements to service delivery. • Monitor and analyse customer safeguarding data across the organisation, identifying key organisational risks, trends, and areas for improvement. • Partner with Service Delivery leaders, to educate and influence the relevance of customer safeguarding in day-to-day operations. • Support the ongoing development, and implementation of processes to reduce preventable customer harm and the improvement in customer outcomes and experience. • Investigate critical and serious incident using a person-centred framework – including risk assessment, key stakeholder engagement, task delegation and escalation management. • Assist with customer complaints and compliments process within the NDIS Quality and Safeguarding Framework.

WHAT YOU NEED TO SUCCEED

CAPABILITIES	<ul style="list-style-type: none"> • Demonstrates critical thinking and problem-solving skills to successfully identify key risks with a solution-based focus. • Demonstrates well developed interpersonal skills to effectively manage complex teams involved in case review. • Collaborates effectively, develops talent, values difference and builds effective teams to ensure the best outcomes for Endeavour customers at risk. • Demonstrates sound decision making, ensures accountability, demonstrates courage to ensure the rights of people with disability. • Demonstrates high level written and verbal communication skills to a broad range of key stakeholders both within the organisation, customers, and their supporters. • Demonstrates the ability to consistently identify and manage customer and organisational risks and breaches of human rights. • Demonstrates attention to detail and a tenacity to minimise risk and complete tasks arising from case management.
SKILLS & QUALIFICATIONS	<ul style="list-style-type: none"> • Certificate IV in Community Services/Investigations or equivalent level of knowledge gained through any other combination of education, training and/or experience. • Excellent communications skills, including verbal, documentation, and reporting. • High level critical thinking and problem solving. • Demonstrated leadership skills. • Demonstrated high level competence in computer applications, i.e., Microsoft Suite of programs (Excel/Outlook/Word) relevant to the role to ensure work is completed in a professional, accurate and timely manner.



EXPERIENCE

- At least two years' experience within the human services, health sector or investigations.
- Demonstrated understanding of NDIS standards and practices.
- Experience in incident investigation and complex case management.
- Demonstrated experience in continuous practice improvement.

