



Complaints Resolution Officer

Position Description

Position Title	Complaints Resolution Officer
Reports To	Director, Legal, Safeguarding and Complaints
Base Location	State Support Office, Lewisham

Telephone: (02) 9568 0262
Facsimile: (02) 9550 9383

Email: vinnies@vinnies.org.au
Website: www.vinnies.org.au
Donation Hotline: 13 18 12

Primary position objectives

- Supporting the ongoing development and implementation of a number of Society governance policies as the Society's Complaints Resolution Officer.
- Co-ordinating investigations into external complaints from clients, customers or suppliers; allegations of misconduct of any Society personnel where whistleblower protection is being sought by the complainant; and any privacy infringement allegations from any individual outside the Society.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world- wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Department Overview

The Legal and Complaints Team sits in the Executive Secretariat and is responsible for legal services provision, complaints management and safeguarding children.

Other teams in the Executive Services Directorate are:

- the Governance Team which provides executive support to the Society's State Council and Board and respective committees; and manages the organisation's internal policies and procedures
- the Social Justice Team, with responsibility for policy, advocacy and research
- Internal Audit.

The Complaints Resolution Officer works closely with all other parts of the whole Society on any matters in connection with the resolution of issues raised through the Society's Complaints, Whistleblower and Privacy policies.

Duties and Responsibilities

Major Responsibilities

- Provide advice, to support and liaise with, the Executive Leadership Team, managers, Central Council Presidents and the NSW State President as required on the operation of the Society's Complaint Handling Policy.
- Receive and acknowledge external complaints received by the Society, including anonymous complaints through a number of different channels and respond to complaints promptly and in a professional, courteous and respectful manner.
- Provide written acknowledgements of all external complaints received by the Society and follow up with appropriate internal stakeholders to ensure an appropriate and timely response.
- Conduct an initial assessment of the urgency and seriousness of all complaints and escalate matters accordingly.
- Appoint investigators and coordinate investigations into complaints received, ensuring consistency and fair process and advise and assist in investigations, where appropriate.
- Ensure all investigations are concluded within 30 days of receipt and that all recommendations are based on an objective, impartial assessment of the findings for onward submission to senior management for determination, conclusion and closure.
- Fulfil the duties of the Society Whistleblower Officer.
- Fulfil the duties of the Society Privacy Officer.
- Develop and maintain records of all complaints received and the status of investigations which have not been concluded or closed.
- Provide reports on the status of complaints and privacy infringements and information requests received.
- Provide assistance with reviewing and developing relevant policies and procedures to support the Executive Secretariat, as required.

Essential Criteria

- Previous experience of working in a customer service complaint handling or conflict resolution environment.
- Demonstrated understanding of, or experience in, the roles of Privacy Officer and Whistleblower Officer.
- Demonstrated problem solving, research and analytical skills in reviewing complex issues.
- Strong communication and negotiation skills and the ability to deal professionally with internal personnel, external stakeholders and members of the public.
- Demonstrated ability to act with a high degree of impartiality, confidentiality and integrity at all times.
- Experience managing a varied caseload of issues and demonstrated ability to produce high quality correspondence and reports.
- Computer proficiency in Microsoft Word, and in developing and managing data bases.
- Experience in working in a corporate governance environment.
- Capacity to adhere to the ethos and mission of the Society.

Desired Skills

- Previous experience of working in a volunteer based not-for-profit charity.