



Director, Legal, Safeguarding and Complaints

Position Description

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Position Title	Director, Legal, Safeguarding and Complaints
Reports To	Executive Director, Executive Secretariat
Reports	Legal and Compliance Officer Complaints Resolution Officer Safeguarding Coordinator
Base Location	State Council Office, Lewisham
Primary position objective	The Director, Legal, Safeguarding and Complaints is responsible for managing the provision of legal services throughout the Society; the Complaints Resolution Service; and the Safeguarding function.

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

Other teams in the Executive Services Directorate are:

- the Governance and Risk 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 Policy and Advocacy Team, with responsibility for policy, advocacy and research
- Internal Audit.

Duties and Responsibilities

The Director, Legal, Safeguarding and Complaints is responsible for managing the provision of legal services throughout the Society; the Complaints Resolution Service; and the Safeguarding function:

- oversight of the provision of legal services across the Society, including:
 - management of appropriate processes for receipt of requests for advice
 - provision of advice in relation to matters that can be managed internally
 - referral to external providers as required.
- provision of advice to the Company Secretary regarding the Society's legal compliance obligations
- provision of advice to the Company Secretary regarding company directors' legal obligations as required
- oversight of processes for execution of contracts and management of the contracts register
- oversight of the complaint handling process and provision of advice in relation to complex complaints
- oversight of the safeguarding function and provision of advice in relation to the management of concerns about the safety of children, including in relation to mandatory reporting and reportable conduct
- legal review of organisational policy as required.

Essential Criteria

- Between five and ten years' experience in provision of in-house counsel services in the not-for-profit or public sector, including in the management of solicitors and other staff.
- A high level understanding of the governance context in which the Society operates, including the compliance obligations of a company limited by guarantee.
- Demonstrated capacity to provide legal advice to a Board of Directors or similar body.
- Demonstrated capacity to effectively manage complaint handling processes and to resolve complex complaints effectively, within agreed timeframes, fairly and with a sensitivity to the rights, responsibilities, needs and capacity of all parties.
- A high level understanding of the legal and compliance responsibilities of an organisation providing services to children, including the rights of children and the requirements of child protection legislation.
- Demonstrated experience in the development and review of organisational policy.
- Unrestricted practicing certificate.

Desirable Skills

- Demonstrated understanding of the legal issues that arise in the context of the social service provision within the not-for-profit sector.
- Experience or qualifications in dispute resolution and/or conducting workplace investigations.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer