

Role Description

Role details	
Role title	Manager, Professional Standards & Assessments
Reports to	Chief Executive Officer
Direct reports	Professional Standards & Assessments Team
Remuneration	By negotiation (reference internal remuneration guide)
Hours of work	Part time (0.5 FTE)
Tenure	On-going
Date	March 2019
Role purpose	
<p>This strategically focused role is responsible for leading the development and delivery of AASW's regulatory, accreditation and standards functions, ensuring the provision of informed advice to the CEO and Board of Directors. Key areas of accountability include:</p> <ul style="list-style-type: none"> ▪ Leading the Professional Standards Team in the delivery of high quality and efficient regulatory, assessment, credentialing and advisory services (<i>AASW operates as an approved assessor as part of the Federal Government's skilled migration programme</i>), moving assessment processing to on-line platforms ▪ Operating as a principal advocate for the profession by taking the lead in identifying and implementing new opportunities to extend accreditation and credentialing practices across all specialist practice disciplines ▪ Overseeing the effective delivery of AASW's ethics consultation and complaints management processes, including servicing the National Ethics Committee ▪ Leading other strategic initiatives/projects identified by the CEO 	

About AASW

The Australian Association of Social Workers (AASW) is the professional representative body of social workers in Australia, with approximately 12,000 members. We set the benchmarks for professional education and practice in social work and have a strong voice on matters of social justice, human rights and issues that impact upon the quality of life of all Australians.

Our Values

AASW members are required to operate in accordance with the AASW Code of Ethics which requires an approach to social work practice which reflects:

- ❖ Respect for persons
- ❖ Social justice
- ❖ Professional integrity

AASW employees are expected to operate in accordance with the aims and intent of these shared values.

Key Areas of Accountability

Strategic alignment of service-delivery structures, policies, systems and processes

- 1 Ensure all areas of service delivery accountability operate in alignment with AASW's strategic objectives including:
 - 1.1 reviewing and aligning functional structures, processes and practices to reflect a *client-centred* approach to service delivery, ensuring the most effective use of available resources/capabilities,
 - 1.2 leading the review and development of policies and procedures governing the accreditation, credentialing, ethics management and complaints processes,
 - 1.3 ensuring all functional/service delivery processes are fully documented and reviewed on a cyclical basis as part of the process of continuous review and improvement, and
 - 1.4 in conjunction with the CFO, ensure the development and implementation of systems and processes which support information/data capture, analysis and reporting activities across the Professional Services functions.

Regulating and promoting AASW's ethical and professional standards

2. Overseeing the effective operation of the complaint's management process, ensuring that case management and ethics-advisory services operate in accordance with agreed processes and protocols including:
 - 2.1 promote the adoption, implementation and adherence to AASW policies and codes of practice as they relate to key areas of accountability,
 - 2.2 ensuring the profession's Code of Ethics reflects contemporary social work practices, guiding theoretical frameworks/principles and community expectations,
 - 2.3 case-management of serious and/or escalated cases of alleged breaches of ethical standards by registered members of AASW,
 - 2.4 provide secretariat and advisory support to the National Ethics Committee.

Accreditation & Credentialing

Accreditation

3. Ensure the effective operation of the Accreditation programme for social workers including:
 - 3.1 ensuring the on-going review of fees and risk mitigation strategies associated with safeguarding and promoting the continued operation of the programme, and
 - 3.2 overseeing the delivery of quality, professional advisory and accreditation services.

Accreditation of Universities/HEPs

4. Ensure the effective delivery of the programme of work relating to the accreditation of social work courses offered by higher education providers (HEPs) across Australia
 - 4.1 Manage on-going quality improvement and implement changes as agreed with CEO, undertake regular reviews for continual improvement
 - 4.2 Oversee the implementation of program review in collaboration with CEO and staff
 - 4.3 Oversee the review/appeals process for individual HEPs appealing the outcome of an accreditation panel and/or decision ensuring it is conducted in accordance with approved procedures/protocols

Accreditation & Credentialing (cont.)

Professional Assessments

5. Oversee the effective and efficient assessing of the AASW credentials and IQA process for assessing the eligibility of overseas applicants seeking membership of AASW and/or recognition of their social work qualifications as part of the Federal Government's skilled migration programme.
 - 5.1 Conducting periodic reviews of programme areas, including communication and information/data management systems, to ensure processes remain robust, effective and efficient and reflect best practice.

Team Leadership

6. Provide strategic and operational leadership to the Professional Standards Team
 - 6.1 Modelling behaviours that reflect AASW staff values and behaviours.
 - 6.2 Leading, motivating and coaching team members to apply, share and continually develop their knowledge, skills and expertise to achieve effective service delivery outcomes.
 - 6.3 Monitoring and managing individual and team performance, providing regular feedback and guidance as part of AASW's performance review and development process.

Stakeholder Engagement

7. Develop and maintain a national network of stakeholders who can provide expertise and insight across a range of emerging issues relating to key areas of accountability.
 - 7.1 Engage with a range of stakeholder groups, including government departments/agencies, universities and professional groups to ensure AASW's professional standards activities remain cognisant of contemporary social work practices, guiding theoretical frameworks/principles and community expectations.

Other

8. Implementing the strategies set out in the Reconciliation Action Plan (RAP) as they relate to key accountabilities, and as directed by the CEO.

Key compliance Requirements

All AASW employees are required

- Comply with all AASW policies, procedures and code of conduct.
- Cooperate in accordance with relevant statutory and regulatory compliance obligations including: Work Health & Safety, Privacy, Finance Management, Record Keeping and Equal Opportunity in employment and service delivery.
- Participate in relevant training and awareness programs relating to compliance obligations and areas of accountability.

Note: A police check and other probity checks may be required as part of the selection and appointment process

Key Selection Criteria

Essential

- Relevant tertiary qualification
- Experienced people manager and leader with demonstrated capabilities of managing for effective performance outcomes including team capability and capacity building and managing employee engagement
- Successful track record of supporting a team through change including cultural, structure, system and process changes
- Confident and competent communicator, including experience of developing and managing extensive stakeholder networks and building productive, collaborative and value-add relationships
- Business analytical skills, managing budgets and general business acumen
- Demonstrated capability of managing competing work demands in a complex environment and achieving required outcomes within tight delivery timelines

Desirable

- Relevant post-graduate degree, or equivalent level of experience
- Practice-based understanding of professional standards within the social work profession
- Experience of reporting to and advising volunteer Boards/Steering Committees/Expert Panels and servicing meetings
- Project management experience across all key stages of project delivery
- Good understanding of electronic application and assessing platforms
- Experience implementation of audits and process improvements
- Highly experienced with mapping processes and systems to optimise for efficiency
- Highly experienced in developing and implementing policies within the professional standards field
- Good understanding, and practical experience of working with accreditation and credentialing frameworks and assessment processes
- Good working knowledge of regulating standards

Approved by:

Chief Executive Officer:	Cindy Smith	Signature:	August 2019
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Accepted by

Employee Name		Signature	Date:
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