

## POSITION DESCRIPTION: Privacy Officer

### ABOUT OUR ORGANISATION

The Centre for Non-Violence Inc. (CNV) is a well-established organization, with over 20 years' experience in providing specialist family violence programs and services for women and children experiencing family violence and at risk of homelessness, men who use violence in the family and working with families across the continuum of response, early intervention, and primary prevention. We provide a range of services for women and children experiencing family violence; programs for men who use violence in the family, including men's behavior change programs, enhanced intake, and case management.

### POSITION SUMMARY

Title:	Privacy Officer
Classification:	Social, Community, Home Care and Disability Services Award 2010 – Level 6, pay point dependent upon experience. Above award wages apply.
Team/Unit:	Corporate Services
Work Location:	Office base is Bendigo
Hours/Contract:	Part-time - 19.0 hours per week
Contract:	12-month limited contract
Salary Range:	Salary Range \$94,084 to \$98,256 per annum. Hourly rate \$47.61 to \$49.72. Salary and conditions of employment are as per Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and the Employee Bargaining Agreement (EBA). Copies of both the SCHADS Award and EBA are available at our office.
Hours of Work:	Normal hours of work are between 9am and 5.06pm Monday to Friday. Some additional out of hours work may be required.
Accountability:	Executive Support Coordinator (ESC)

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### Position Context

The Privacy Officer is responsible for the organisation's Privacy Program including but not limited to daily operations of the program, development, implementation, and maintenance of policies and procedures. The role responds to monitoring program compliance, assisting with the investigation processes and administration of all incidents and breaches, ensuring compliance with legislation. The Privacy Officer has an obligation to ensure compliance with relevant privacy laws and to ensure that the Executive Leadership Team are provided with the appropriate resources, knowledge, information, and support to carry out their duties effectively.

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### KEY RESPONSIBILITY AREAS

- Be familiar with the privacy principles in the Privacy Act (Cth) and any other legislation governing the organisation, ensuring compliance.
- Keep abreast of current events to continue to communicate the urgency and relevance of privacy risks and stay attuned to the latest developments in the evolving data privacy landscape, including privacy trends within the community sector, incorporate lessons learned, and prevent data incidents.
- Establish and administer a process for receiving, documenting, tracking, investigating, and taking action on all complaints, breaches and issues pertaining to CNV privacy policies and procedures.
- Receive privacy incident reports, assessing the incidents and formulating a response action plan where required.
- Perform privacy risk assessments and monitor activities to ensure all activities ensure CNV complies with privacy legislation.
- Maintain register of privacy and information matters across all teams of the organisation.
- Serves as the key contact for Management who are handling enquiries and provide guidance in line with legislative requirements.
- Document all corrective action undertaken to mitigate the effects of inappropriate use or disclosure of privacy and sensitive information.
- Develop and deliver initial and ongoing privacy training to the workforce.
- Coordinate the development, implementation, and promotion of privacy awareness programs and initiatives.
- Prepare and present periodic and ad hoc reports on the status and future requirements of the privacy compliance program.
- Act as the organisation's liaison with the Office of the Privacy Commissioner under the direction of Executive Support Coordinator.

### Other requirements

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures at CNV.

Consistent with this all employees are:

- Expected to model CNV Core Values and ensure all workplace conduct aligns with these values and CNV'S Code of Ethics.
- Adhere to data, privacy and security policies and procedures and actively consider data, privacy, security more broadly in their day-to-day work.
- Follow policies and procedures on Occupational Health and Safety and conduct themselves in a manner that will not endanger themselves or others and actively contribute to a safety culture.
- Effectively follow risk management practices and policies and actively consider risks broadly in their day-to-day work.
- Drive a continuous improvement culture across the broader function.

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- Expected to ensure the security of CNV's property and assets and maintain a commitment to the care of all CNV's property and assets.
- Other duties as required within the scope of the role practices and processes, to meet service expectations.

Note: This Position Description is indicative of the initial expectation of the role and subject to change in line with requirements of CNV's goals and priorities, activities or focus of the job. The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.

### COMPETENCIES

Self-confidence and resilience - Believes in self to respond to tasks/situations, maintains performance under adverse conditions and accepts new challenges.

Interpersonal skills -The ability to gain cooperation and communicate with others.

Written communication skills - Prepare clear and accurate correspondence, and presentation of reports to management.

Teamwork – Attends and participates in team meetings, agency activities, program development, planning days, working groups, team building activities and supervision. Works well with others in the pursuit of team goals, shares information, supports others, shows consideration, concern and respect.

Code of Ethics – Models and promotes organisational values and adheres to CNV's Code of Ethics. Ensure core values are reflected in decision making and everyday behaviour in professional relationships and direct services.

Risk Management – Contribute to the control of risks and hazards and maintains a safe work environment in accordance with CNV's risk management and OHS policies and procedures.

Judgement skills – Ability to display judgement in communications with managers, senior management, Board of Management, and external agencies.

Analytical skills - Utilisation of advanced analytical and planning skills in reaching decisions and proposing recommendations. Demonstrated analytical and conceptual skills.

### KEY SELECTION CRITERIA

1. Knowledge and familiarity with relevant legislation including but not limited to the Privacy Act (Cth) and Australian Privacy Principles, Privacy and Data Protection Act (VIC), information Privacy Principles and Victorian Protective Data Security Standards, Public Records Act 1973 with experience in balancing the use of data and technology with protecting the privacy of organisational information.
2. Sound and proven skills in planning, policy development, and developing and implementing new strategies and procedures.
3. Demonstrated analytical and critical thinking skills with the ability to analyse, summarise, and effectively present data to individuals and groups.
4. Experience in working with highly confidential information with the ability to respond to sensitive information requests.
5. Ability to develop and maintain robust recordkeeping systems and procedures in a fast paced, deadline driven, project environment.

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6. Sound knowledge of computerised information systems used in compliance applications along with the ability to develop a deep understanding of data-related operational practices and technologies across the organisation.
7. Be highly articulate and possess exemplary communication, including the ability to translate technical and legal information into a digestible format.
8. Strong interpersonal skills and the ability to effectively work with a wide range of individuals and teams.

### Desirable

- Legal background is highly advantageous.
- Experience working in a governance and compliance environment is advantageous.

### APPLICATION PROCESS

To be considered for shortlisting and an interview, applications must include the following:

- Covering letter.
- Key Selection Criteria (KSC) must be addressed:
  - It is essential that the information you provide is clear, concise and most importantly relevant, so that the selection panel can readily assess your application.
  - To respond to the KSC you will need to address each criterion individually with a separate heading for each one, about a paragraph in size, summarising how your skills, qualifications, experience and personal attributes are relevant for that criteria. It is always best to support your claims with evidence and avoid using opinions/statements such as 'I have excellent communication skills'. We suggest using the 'STAR' approach –
    - S – Situation – A brief outline of the situation or setting. Who was involved? What was your role?
    - T – Task – What did you do? What happened next?
    - A – Approach/Action – How did you do it?
    - R – Result – What was the outcome? What feedback did you receive?
- Current Resume.
- The names and contact details of three professional referees, ideally one should be from your supervisor and from your most recent employer.
- All application enquiries, please contact People and Culture (03) 5430 3000.

**Application close: 9am, Monday 2<sup>nd</sup> August 2021**

Apply directly from the website [www.cnv.org.au/jobs](http://www.cnv.org.au/jobs) or email [vacancies@cnv.org.au](mailto:vacancies@cnv.org.au)

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### SAFETY SCREENING AND MANDATORY CRITERIA

- All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process;
- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check;
- A current Employee Working with Children Check (WWCC) card is required and will need to be provided prior to commencement of employment by the applicant. Currency will need to be maintained by the employee for the period of employment;
- All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process.

### EQUAL OPPORTUNITY

CNV offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

### DIVERSITY

CNV is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people living with disabilities and culturally and linguistically diverse backgrounds.

### RELEVANT INFORMATION

#### Benefits of working with CNV

- Attractive salary packaging, can earn up to \$15,860 tax free
- Above award wages and generous EBA conditions
- Excellent work/life balance
- Supportive and friendly organisational culture
- On-going training and development opportunities

#### Code of Ethics

The code of ethics provides the parameters for acceptable and unacceptable behaviour while at work or while on work related business off site. All employees of CNV are to act in the best interest of CNV as a whole with honesty, in good faith and with due care and diligence. All employees must comply with CNV's Code of Ethics and agree to work according to our values of; Respect, Co-Operation, Social Justice, Empowerment, Transparent and Inclusive Practices Decision Making.

CNV has a zero tolerance of child abuse and our Code of Ethics enforces appropriate behaviour and expectations with children. A Child Safety Officer has been appointed and can answer questions or concerns in relation to child safety.

#### Occupational Health & Safety Requirements

CNV is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and CNV's policies and procedures.

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In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others;
- Participate in Occupational Health and Safety training;
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement and contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviors such as harassment and bullying.

### Risk Management

Employees are required to follow all policies and procedures in relation to risk management.

Employees are expected to:

- Participate in risk assessments.
- Demonstrate an understanding of, and a commitment to, CNV's Risk Management Framework.
- Report all hazards and incidents of which they become aware.

### Privacy

CNV is governed by the Information Privacy Act 2000 and the Australian Privacy Principles (APPS) and is committed to protecting the information it collects, monitoring its use and maintaining its integrity. Therefore, any information collected will be solely for the primary purpose intended and will be destroyed when no longer required.

### Use of Confidential Information

Employees shall not use confidential information to gain advantage for themselves or for any person or body, nor shall they use this information improperly to cause harm to any person, body or CNV.

Both during and after employment with CNV, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Centre for Non-Violence Inc for any purpose other than the discharge of official duties.

## ORGANISATIONAL OVERVIEW

### About the Centre for Non-Violence

The Centre for Non-Violence (CNV) is a well-established organisation, with over 20 years' experience in providing specialist family violence programs and services for women and children experiencing family violence and at risk of homelessness, men who use violence in the family and working with families across the continuum of response, early intervention and primary prevention. We provide a range of services for women and children experiencing family violence; programs for men who use violence in the family, including men's behaviour change programs, enhanced intake and case management.

CNV works collaboratively with key stakeholders and partners regionally and state-wide, to implement primary prevention approaches, innovative projects and influence coordinated community responses and policy to prevent violence against women and their children. CNV provides a key leadership role and auspices positions that support policy and practice integration and coordination implementation.

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CNV is active leader and innovator in primary prevention, community education and engagement projects, activities and initiatives.

CNV is also the lead agency for the Loddon Campaspe Integrated Family Violence Consortium that is funded to deliver the full suite of services for women and children experiencing family violence, and programs for men who use violence towards family members.

CNV is a child safe organisation. We value, respect and listen to children and young people. We are committed to the safety, wellbeing and inclusion of all children and young people, including the cultural safety of aboriginal children and young people, culturally and/or linguistically diverse children and young people, gender and sexually diverse children and young people and children with a disability.

CNV has an Employee Bargaining Agreement with its staff, which allows both negotiated salary packaging and flexible working arrangements.

CNV is duly accredited to both DHHS (State) and QIC (National) Standards. Continuous quality improvement is an agency expectation.

### Vision Statement

Gender and social equality in a violence free world.

### Statement of Purpose

CNV is working towards its vision of a society free from violence, homelessness, discrimination, poverty and oppression by:

- Being responsive to the needs of women and their children through providing information, resources, housing options, referral, advocacy, education and support;
- Designing and delivering education, prevention and recovery programs;
- Ensuring women and children's rights are upheld;
- Challenging structural, legal and social inequities and advocating for change;
- Advocating for affordable, secure and safe housing options; and
- Increasing community awareness of the social and systemic issues affecting women and children.

### CNV's Structure

CNV structures Programs and Services into four streams:

- The System Integration stream works with the integrated family violence system, which includes Victoria Police, Child Protection, Courts, Corrections Victoria, Child First/Family Services, the Orange Door (currently in development stage) and other key parts of the service system that respond to family violence. The Systems Integration stream delivers programs and services which focus on systems integration and collaboration. These programs include the Risk Assessment Management panel, the Orange Door specialist family violence response, the family violence Child Protection Partnership program, regional integration and community education and training. All System Integration stream programs intersect and engage with other CNV streams.
- The Intervention Services stream delivers quality, integrated programs that work to keep women and children safe by supporting victims and working with men to support change. These programs intersect with all parts of the service system. Intervention Services provides specialist risk assessment and management services, case management services for victim/survivors and group and individual programs for men who use violence toward family members. Teams are

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structured into an integrated group of workers with representation from our various client programs including those supporting men, women and children. Teams work with clients from intake to closure using a key worker model.

- Therapeutic Programs and Practice Development delivers therapeutic services to women and children affected by family violence including the Safe, Thriving and Connected program. This stream also contributes to building and maintaining best practice across all service delivery.
- The Partnerships and Prevention stream develops strategic relationships and partnerships with other organisations and individuals to strengthen and extend the scope and capacity of CNV to undertake its work and meets its strategic goals.

All streams are interconnected and work closely together. All streams have collective responsibility and provide leadership to:

- Ensure safety and wellbeing of children
- Strengthen cultural safety
- Respond to diverse communities
- Continuous quality improvement
- Community education
- Prevention – including primary prevention and early intervention
- Respect the knowledge and learn from women, children and young people with lived experience of family violence

Our Corporate Services team is responsible for managing the administration functions of the organisation, leading and co-ordinating quality assurance, compliance and corporate planning to ensure organisational and operational effectiveness and efficiency. Corporate Services manages all aspects of human resources, occupational health and safety, financial management, risk management and emergency management practices across the organisation together with management of information, communication technology (ICT), asset and physical resource management including, infrastructure, environment and contractor management.

Our Innovation and Impact Unit guides and delivers strategic projects, data and evaluation, business development and marketing and communications.

An annual Operational Plan guides the organisational priorities, which are informed by the CNV Strategic Plan, Quality Work Plan and other plans including the Reconciliation Action Plan.

### Philosophy & Principles

CNV will be guided by a feminist philosophy and the following principles in its relations with service users, staff, other stakeholders and the wider Community.

- RESPECT is an active conscious process that acknowledges differences and accommodates conflict. CNV will work in a consistently respectful manner thus ensuring its practice is non-judgmental, validating, confidential, supportive and acknowledges the intrinsic value of each person. Respect engenders trust, empathy and equality between people.
- CO-OPERATION by valuing the strengths and ideas of others. CNV works collaboratively to develop and maintain relationships to achieve the best outcome(s).
- SOCIAL JUSTICE is an integral part of CNV practice, actively advocating structural and social change and the development of a society that is just, equitable and respects human rights.
- EMPOWERMENT, supporting women and children through a power sharing approach to identify their own needs and make informed decisions utilising their strengths. Empowerment



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engenders self-determination and promotes resilience.

- TRANSPARENT AND INCLUSIVE PRACTICES ensure rights are protected and advocated for and that the service is accountable to stakeholders and the Community.
- DECISION MAKING processes based on participation, consultation and information sharing, whilst respecting and acknowledging different roles, responsibilities, functions and skills.