

## Assessment Support Officer

### Standards and Integrity

<b>Position number</b>	00042151
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2021</a> or as replaced
<b>Classification</b>	Level 3
<b>Reports to</b>	Principal Assessment Officer (Level 7)
<b>Direct reports</b>	Nil

#### Context

The Department's Standards and Integrity Directorate within the Professional Standards and Conduct Division, is responsible for:

- the assessment and management of complaints in line with the new Complaints and Notifications Policy
- investigation of staff disciplinary matters
- reviews into child deaths and critical incidents
- monitoring working with children check compliance, associated with departmental employees.

The Directorate promotes a culture of integrity across the organisation by delivering education, training and support that promotes high standards of conduct amongst staff and focuses on resolving complaints effectively, maintaining child safety, and reducing serious misconduct risk associated with fraud and corruption.

The Department investigates allegations of staff conduct in accordance with the *Public Sector Management Act 1994*, and with reference to the Department's Code of Conduct, policy framework, and formal instructions from the Public Sector Commissioner.

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#### Key responsibilities

- Provide effective and responsive administrative support for operations associated with researching, implementing and evaluating programs, projects and initiatives relating to the assessment and management of complaints and allegations of misconduct.
- Assist in preparing project plans, reports, support materials and monitoring systems in accordance with departmental policies, standards and guidelines.
- Assist in the maintenance and updating of departmental Intranet websites related to the assessment and management of complaints and misconduct allegations.
- Respond to operational enquiries from schools and stakeholder groups and provide general information to employees, parents and other stakeholders.

- Research and provide information relating to the management and use of the Standards and Integrity Directorate case management systems, ensuring complaints and notifications are recorded, classified, allocated, monitored and resolved in accordance with established policies and procedures and in line with department records management protocols.
- Manage the collation and input of data and prepare summary reports related to the assessment and management of complaints and misconduct allegations.
- Liaise with and establish effective relationships with various stakeholders, including the Corruption and Crime Commission, WA Police Force, Department of Communities, Teacher Registration Board of Western Australia and the Ombudsman, to achieve project outcomes and provide high quality customer service as a point of call for enquiries by telephone, mail and in-person.
- Participate in and contribute to the investigation, analysis and resolution of emerging trends and issues relating to projects and tasks in complaints management practices and procedures.
- Maintain, monitor and analyse project budgets, assist in budget preparation and reporting on expenditure.
- Provide administrative support to the Assessment team, including reviewing and recording correspondence, identifying high priority complaints and notifications, scanning documents, verifying records, creating hard-copy and electronic files and monitoring bring-up systems.

### **Selection criteria**

1. Demonstrated considerable knowledge and experience in the delivery of administration support services,
2. Demonstrated initiative and sound organisational skills, including the ability to identify priorities to meet conflicting timelines.
3. Demonstrated sound written communication skills with the ability to prepare reports.
4. Demonstrated sound verbal communication and interpersonal skills, including the ability to communicate information in a clear manner for the target audience and provide high-level customer service.
5. Demonstrated well-developed computer application skills, including a working knowledge of word processing, development and maintenance of databases and spreadsheets and experience using an electronic records management system.

### **Eligibility and training requirements**

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment and yearly thereafter
- complete a declaration prior to employment and annually thereafter disclosing any previous disciplinary findings, criminal charges or convictions, and ongoing conflicts of interest
- provide a statement from previous employer/s with regard to any disciplinary findings
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within one month of appointment.

## Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

## ENDORSED

Date 1 August 2022  
Reference D22/0539471