

# RESOLUTION OFFICER

<b>Position Number:</b>	LPB020 – LPB021	<b>Classification Level:</b>	5
<b>Division:</b>	Regulatory Operations	<b>Reports to:</b>	Director Dispute Resolution
<b>Team:</b>	Dispute Resolution	<b>Supervises:</b>	0 FTE

## Operational context

The Legal Practice Board (**Board**) is the primary designated local regulatory authority under the *Legal Profession Uniform Law (WA)*. The Board's mission is to be an effective, efficient and innovative regulator of legal services in Western Australia. The members of the Dispute Resolution team provide timely and high quality dispute resolution services using alternative dispute resolution (**ADR**) techniques, and conduct assessments and general investigations of both consumer and disciplinary matter complaints, including cost disputes. The team makes recommendations about outcomes, including determinations.

## Role overview

The Resolution Officer works towards resolving disputes and conciliating complaints and matters (typically between consumers and legal practitioners) in a professional, effective and efficient manner, having regard for the law, standards, good industry practice and the Board's policies and procedures. The role will manage and take responsibility for assigned dispute resolution matters.

## Key Accountabilities

- Operating in a matrix arrangement, manage and take responsibility for assigned dispute resolution matters . This includes assisting senior officers in more complex dispute matters, investigating matters/complaints, and making recommendations and determinations in relation to matters.
- Handle complaints and matters for investigation and dispute resolution and conduct dispute resolution conferences to achieve resolution/closure of matters and complaints, applying ADR techniques, methods and processes, including mediation and face-to-face discussions with parties.
- Liaise with relevant parties in relation to initial consideration and investigation, and resolution, of matters.
- Review relevant material and documentation to quickly assess issues and resolve a matter.
- Consider options for resolution, mediation, investigation or determination, and possible solutions associated with disputes, matters and complaints, aligned with the Board's policies, procedures, guidelines and relevant legislation.
- In consultation with the Director, prepare and finalise settlement agreements, and prepare reports providing determinations and recommendations in relation to matters, and ensure appropriate records are maintained.
- In consultation with the Director, escalate matters or complaints where dispute resolution fails and investigations indicate there are issues identified requiring escalation.
- Update and maintain systems and records, and gather and review data to identify trends and improvements.
- Monitor, track and report on assigned matters to facilitate resolution and meet quality and performance targets.
- Work collaboratively with staff across the Board on matters to share information and ensure effective integration of matters including the Board's Investigation and Legal team, and Audit and Review team, in relation to any investigation or legal proceeding.
- Undertake and contribute to the development and ongoing improvement of systems, policy, processes and procedure relating to dispute resolution and regulations.
- Undertake other duties as directed.

## Work related requirements

To be read in the context of the preceding sections of this document.

### Essential

1. Substantial experience in a dispute or complaint management environment including conducting and managing dispute resolutions.
2. Demonstrated experience in applying alternative dispute resolution methodologies and processes with a good record of success in achieving timely and appropriate resolutions and outcomes.
3. Well-developed research, analytical and problem solving skills including a strong understanding of the operation and regulation of legal practice and working knowledge of interpreting and applying relevant legislation.
4. Strong written and verbal communication and interpersonal skills including demonstrated ability to write binding determinations and manage and maintain impartial relationships with parties in dispute and stakeholders.
5. Good organisational and self-management skills with proven ability undertake assignments to meet timeframes and work flexibly in a pressured environment.
6. Proven ability to be an effective team member and work collaboratively to resolve issues and achieve outcomes.
7. Demonstrate a strong commitment to providing service excellence.

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### Reporting Relationships

- Nil

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### Our Values

Our values underpin everything we do, they guide the way we conduct our work, how we engage with each other and deliver services to our customers. The ability to demonstrate how you will apply our values is important to us.



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### Special Equipment/Requirements

Appointment subject to satisfactory National Police History Check and 100 point identification check.

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### Position Certification

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

### SIGNATURE

11 December 2024

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EXECUTIVE DIRECTOR

DATE