

JOB DESCRIPTION FORM

Intake Officer (PCO05207), Level 3

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| Division | Ombudsman | Location | Perth CBD |
| Branch | Child and Family Safety | Effective Date | May 2026 |

The role of the Ombudsman

The Parliamentary Commissioner for Administrative Investigations – more commonly known as the Ombudsman:

- ☑ **Protects People’s Rights:** we give people a way to ensure they are heard when they feel they’ve been treated unfairly.
- ☑ **Improves Services and Build Trust in Government:** we can investigate how services are delivered and bring weaknesses to the attention of decision-makers. In doing so, we improve service delivery for all Western Australians.
- ☑ **Prevents Harm:** through death reviews, investigations and oversight of how organisations respond to allegations of child related harm, we identify opportunities to prevent deaths and strengthen the safety net around children.
- ☑ **Supports Vulnerable Communities:** we can focus on people who are often overlooked or disadvantaged, ensuring their voices are heard and their needs are considered.

The Ombudsman also undertakes the role of the Energy and Water Ombudsman and is the Charitable Trusts Commissioner.

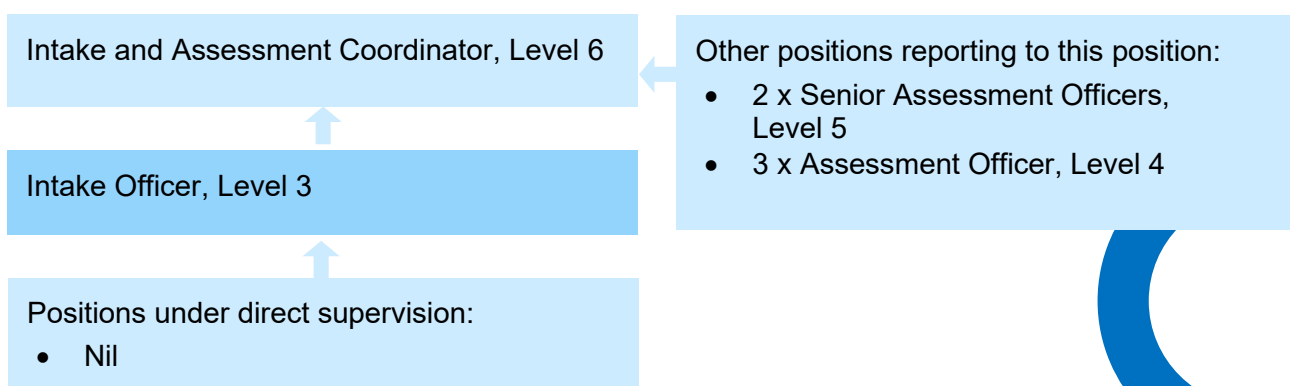
This position

The Intake Officer is responsible for contributing to the efficient operation of the Child and Family Safety Team by providing comprehensive administrative and intake support.

The Intake Officer is responsible for:

- Managing the Reportable Conduct inbox, ensuring notifications, investigation reports and enquiries are acknowledged and processed in a timely manner. The role also includes receipt of notifications of certain child deaths and family and domestic violence fatalities.
- Managing incoming phone calls about the Reportable Conduct Scheme.
- Providing office administration and clerical support including maintaining the filing and information systems, data entry, document control and correspondence registers, in accordance with office policies and procedures.

Reporting Relationships



Responsibilities of the position

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles. We are committed to building the leadership capability of our people and to support this we have adopted [Leadership Expectations](#).

INTAKE AND ADMINISTRATION

- Manages the Reportable Conduct inbox, ensuring notifications, investigation reports and enquiries are acknowledged and processed in a timely manner.
- Manages incoming phone calls relating to the Reportable Conduct Scheme, including responding to enquiries or escalating enquiries to other team members as appropriate.
- Assists in the management and record keeping of correspondence from external entities.
- Provides office administration and clerical support including maintaining the filing and information systems, data entry, document control and correspondence registers, in accordance with office policies and procedures.
- Maintains databases of information relating to the Reportable Conduct Scheme to support case management and enable tracking of patterns and trends.
- Develops and maintains collaborative working relationships with internal and external stakeholders.
- Supports the Child and Family Safety Team with the tracking of reportable conduct investigations, ensuring Investigation Reports are received in a timely manner.
- Provides executive support when required, including scheduling of, and preparation for, forward work commitments, briefing on daily commitments, management of appointments and preparation of agendas and minutes of meetings.
- Assists in the archiving of closed matters.

OTHER

- Undertakes other duties as required.

Work related requirements (selection criteria)

ESSENTIAL

- Demonstrated ability to work cooperatively and flexibly within a small team, follow administrative processes and prioritise competing tasks.
- Good written communication skills, including the ability to prepare routine correspondence.
- Good attention to detail and the ability to reliably input data into a case management system.
- Good organisational and time management skills.

The occupant of this position requires a satisfactory criminal record screening clearance (National Police Certificate).

Expected Leadership Behaviours

The leadership context for this position is [Personal Leadership](#).

While it is expected that the occupant will demonstrate all leadership behaviours for Personal Leadership, the following outlines those that are required to undertake this role:

Lead collectively – You complete your work to a high standard and ensure information is accurate.

Think through complexity – You understand and respect the need for compliance to minimise risk in your team.

Dynamically sense the environment – You adjust priorities and pace with guidance when necessary to ensure you contribute to delivering value for your team.

Deliver on high leverage areas – Under the supervision of your manager, you work to meet specified timelines and priorities, completing your work to a high standard.

Build capability – You recognise your role in and contribution to creating a healthy culture in your team environment.

Embody the spirit of public service – You complete your work practices in accordance with the policies and procedures of your work area, seeking clarification and guidance as necessary.

Lead adaptively – You regularly seek feedback on your performance and practices from your manager and peers, and respond appropriately.

Conditions


The position is covered by the *Government Officers Salaries, Allowances and Conditions Award 1989* and the *Public Sector CSA Agreement 2024*.

Flexible working arrangements are available subject to the full functions of the office being completed.

Certification

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

OMBUDSMAN OR DELEGATE

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| Title | A/Principal Assistant Ombudsman Child and Family Safety Team | | |
| Signature |  | Date | 8 May 2026 |