Job Description Form

Screening Officer

# Position Details

**Position Number:** Generic

**Classification:** Level 3

**Award / Agreement:** PSA 1992 / PSGOCSAGA 2017

**Organisational Unit:** Corporate Operations / Finance and Business Services/

Screening Unit

**Location:** Perth Metropolitan Area

**Classification Evaluation Date:**

**JDF Review Date:** May 2018

## Reporting Relationships

**This position reports to:**

Coordinator Screening, Level 5

**This position has the following subordinates:**

This position has no subordinates.

## About the Department

The Department of Communities’ mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department’s direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives. 

The Department’s functions and services include disability services; child protection and family support; social and affordable housing; community initiatives and remote regional services reform.  

The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.   

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

## Role Statement

This position is responsible for**:**

* Processing and assessing record checks in accordance with agreed policies, standards and legislation.
* Maintaining information management systems and interpreting data.
* Contributing to the evaluation and monitoring of agreed procedures and processes.
* Contributing to management reporting and the development of policy and procedures.
* Maintaining and monitoring information security and confidentiality provisions.

## Duties and Responsibilities

**1. Record Screening**

1. Undertakes initial screening assessment of applications with record history.
2. Completes assessments of applications with minor history.
3. Quality assures record check applications and data.
4. Liaises with authorised officers and other relevant parties on applications with minor history consistent with policy and procedural requirements and in accordance with approved delegations.

**2. Reporting, Advice and Documentation**

1. Undertakes projects and assists in preparing comprehensive, accurate and timely reports, ensuring all risks are identified and appropriately addressed.
2. Interprets and prepares advice on matters concerning the Department’s record screening functions, including policies and procedures and record check outcomes to internal and external clients.
3. Assists in the preparation of training, practice and procedural documents.

**3. Workload Management**

* 1. Plans and prioritises work on an ongoing basis to ensure essential requirements are completed and emerging demands managed in a timely manner.

**4. Customer Service**

4.1 Provides a quality customer service to all customers of designated work areas, internal and external, that is:

* accurate, efficient and professionally helpful;
* referral focussed, where necessary, with appropriate communication to all parties;
* consistent with legislative and procedural requirements.

**5. Other**

5.1 Performs other duties as required.

5.2 Participates in emergency management and response duties as required.

## Essential Work-Related Requirements (Selection Criteria)

1. Good work organisational skills and ability to work to set deadlines with minimal supervision in a team environment.

2. Demonstrated competency in using information management systems and maintaining databases including the use of software packages such as ‘access’.

3. Well-developed analytical and problem solving skills.

4. Good interpersonal skills and written communication skills including ability to provide a professional customer service to a range of diverse clients.

Essential Eligibility Requirements / Special Requirements

1. Appointment is subject to a satisfactory National Police Clearance.
2. Departmental Check
3. Criminal Record Check

## HR Registration

27 July 2019