

Principal Assessment Officer

Standards and Integrity

Position number	00025883
Agreement	Public Sector CSA Agreement 2019 or as replaced.
Classification	Level 7
Reports to	Manager, Standards and Integrity (Level 8)
Direct reports	Senior Assessment Officer (Level 6) Senior Investigator (Level 6) Assessment Officer (Level 5) Assessment Officer x2 (Level 4)

Context

The Standards and Integrity Directorate is responsible for the assessment and investigation of alleged misconduct; directing the allocation and timely investigation of complaints relating to employee misconduct; coordination of all disciplinary processes; investigation of complaints and allegations against staff, including public interest disclosures, serious misconduct and breaches of discipline; provision of proactive professional learning strategies related to professional standards and conduct; child protection; protected disclosures; and implementing a working with children check recording system across the Department.

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Key responsibilities

- Provide professional leadership co-ordinating the assessment and triaging of cases to the investigation team within the Directorate.
- Ensure the Directorate's database of complaints allegations and investigations are professionally recorded, classified, allocated, assessed, monitored and resolved in an efficient, fair and prompt manner and in compliance with regulatory requirements, Departmental policies and the Australian Standards for Complaints Handling.
- Develop and implement policies and strategies to achieve best practice in assessment and case management of complaints.
- Provide timely high-level advice to the Director, Standards and Integrity and to the Senior Executive, Director General and Minister on complaint and investigation issues and management.
- Formulate, implement and review operational plans, strategies, policies and procedures to ensure complaints and investigations are handled in accordance with regulatory requirements.

- Undertake the management of complaints and investigations of a serious nature involving senior officers.
- Liaise with external stakeholders including the Corruption and Crime Commission, WA Police Force, the Department of Communities, the Public Sector Commission, the Teacher Registration Board of Western Australia and the Ombudsman.
- Provide effective leadership, direction, support and guidance to the Assessment team.
- Monitor and manage staff leave entitlements to ensure reasonable leave balances in accordance with relevant awards, agreements and Department policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Department policy.

Selection criteria

1. Demonstrated extensive skills and experience in managing a complaints function within a public sector context.
2. Demonstrated extensive knowledge and understanding of complaints and investigation policy within a public sector environment.
3. Demonstrated highly developed oral and written communication and interpersonal skills, including the ability to liaise effectively with individuals at all levels and work collaboratively within a team environment.
4. Demonstrated highly developed conceptual, analytical and problem solving skills to achieve outcomes.
5. Demonstrated extensive knowledge and understanding of the structure and regulatory frameworks.

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
- obtain or hold a current Working with Children Check
- hold a current C class drivers licence
- travel intrastate as required
- 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 six months of appointment.

Certification

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

ENDORSED

Date 18 September 2020
Reference D20/0471110