

**DEPARTMENT OF EDUCATION WESTERN AUSTRALIA
JOB DESCRIPTION FORM**

<p align="center">Public Sector Management Act 1994</p>	<p align="center">Salaries/Agreement/Award Public Service Award 1992 Public Service and Government Officers General Agreement 2014 or as replaced</p>
<p>Division: Professional Standards and Conduct</p> <p>Directorate: Standards and Integrity</p>	<p align="center">Effective Date of Document 23 October 2017</p>

THIS POSITION	
Title:	Senior Assessment Officer
Classification:	Level 6
Position No:	00025884
Positions under direct responsibility:	Nil

REPORTING RELATIONSHIPS		
TITLE:	Director, Standards and Integrity	
LEVEL:	9	
POSITION NUMBER:	00025860	
TITLE:	Principal Assessment Officer	
LEVEL:	7	
POSITION NUMBER:	00025883	
This position and the positions of:		
Title	Classification	Position Number
Investigator	Level 5	00025891
Assessment Officer	Level 4	00037548, 00027040
Administrative Assistant	Level 2	00025863

TITLE	CLASSIFICATION	POSITION NO	EFFECTIVE DATE
Senior Assessment Officer	Level 6	00025884	23 October 2017

CONTEXT

The Department of Education is Western Australia's largest public sector employer with approximately 45 000 staff or one third of the Government workforce in around 800 worksites.

We provide a system of public schools in which our aim is to ensure that every school is a good school, every teacher is effective and every student is successful.

The Department's other key responsibilities include:

- regulation of non-government schools in accordance with Part 4 of the School Education Act 1999
- administration of state funding to non-government schools
- higher education policy and planning
- legislative reviews
- providing secretariat services to the Teacher Registration Board of Western Australia, the Training Accreditation Council and the School Curriculum and Standards Authority.

The principles underpinning the Department's operations in Western Australia are:

- working collaboratively to achieve outcomes
- accepting responsibility and accountability for the achievement of outcomes
- enabling flexible, innovative and diverse work practices
- promoting confidence in the professional judgement of the Department's staff.

All Department actions are guided by four core values: Learning, Excellence, Equity and Care.

For further information, please visit: <https://www.education.wa.edu.au/web/our-organisation/home>

The Professional Standards and Conduct Division's portfolio contains two Directorates: the Standards and Integrity Directorate and the Internal Audit and Assurance Directorate. It provides strategic leadership to enable the development, implementation and effective management of policies and strategies that fulfils statutory obligations and ensures that the highest standards of professionalism and integrity are demonstrated by all staff in the Department.

The Division provides strategic advice to the corporate executive on risk profiling and management, corruption prevention, internal control, complaints investigation and management, and child protection strategies. The Division works collaboratively with all levels of management, including schools, to facilitate good corporate practice and compliance with statutory obligations, Departmental policies, procedures and processes.

The Standards and Integrity Directorate, is responsible for the delivery of a range of integrated functions including:

- administration of complaints regarding alleged misconduct by staff
- developing and implementing a Working with Children Check Recording System to record, track and monitor the Department's compliance with the requirements of the *Working with Children (Criminal Record Checking) Act 2004*
- directing the allocation and timely investigation of complaints relating to employee misconduct
- coordinating all disciplinary processes
- completing internal risk-assessments of Departmental staff with reference to their personal conduct, complaints history, performance and criminal records
- investigating complaints and allegations against staff, including public interest disclosures, serious misconduct and breaches of discipline at all levels which relate to employee misconduct
- providing proactive professional learning strategies related to professional standards and conduct
- leading the development of strategic policies, standards and legislation related to professional standards and conduct.

TITLE	CLASSIFICATION	POSITION NO	EFFECTIVE DATE
Senior Assessment Officer	Level 6	00025884	23 October 2017

ROLE

The Senior Assessment Officer:

- assists in the administration of misconduct complaints against staff, including assessments and classification of allegations, recording, allocation and monitoring of investigations
- provides support in coordinating the assessment and assignment of cases to the Complaints Investigations and Discipline Management team
- assists in the management of the Directorate's database of complaints allegations and investigations, ensuring that all complaints are recorded, classified, allocated, monitored and resolved in accordance with established time-frames and quality standards
- in collaboration with the Principal Assessment Officer, formulates, implements and reviews operational plans, strategies, policies and procedures to ensure complaints and investigations are handled in accordance with regulatory requirements
- assists with managing complaints and investigations of a serious nature involving senior officers and the provision of advice to management on complaint and investigation issues
- liaises with external stakeholders, including the Corruption and Crime Commission, WA Police, the Department of Communities, the Teacher Registration Board of Western Australia and the Ombudsman.

OUTCOMES

1. Complaints received by the Department are administered in an efficient, fair and prompt manner and in compliance with regulatory requirements, departmental policies and the Australian Standards for Complaints Handling.
2. Support is provided to senior staff in the development and implementation of policies and strategies to achieve best practice in assessment, allocation, processing and case management of complaints.
3. Assistance is provided in the management of a comprehensive database, linked to all Departmental sites, to provide accurate and comprehensive complaints and investigations management information for analysis, reporting and identification of significant complaint and discipline issues and trends as well as monitoring progress of investigations.
4. Assistance is provided in the provision of relevant and timely high-level advice to the Director, the Senior Executive, the Director General and the Minister on complaint and investigation issues and their management.
5. Support is provided to senior staff in the promotion of the Directorate's responsibilities, services and processes throughout the Department and to external stakeholders.

TITLE Senior Assessment Officer	CLASSIFICATION Level 6	POSITION NO 00025884	EFFECTIVE DATE 23 October 2017
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SELECTION CRITERIA

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capacity to transfer their knowledge and skills to achieving the outcomes of this position.

1. Demonstrated substantial skills and experience in, and knowledge of, complaints and investigation policy, procedures and regulatory frameworks within a public sector environment.
2. Demonstrated high-level oral and written communication skills, including the ability to liaise effectively with individuals at all levels and within a team environment.
3. Demonstrated high-level conceptual and analytical skills with the ability to apply innovative solutions to complex problems.
4. Demonstrated highly developed organisational skills with the ability to prioritise tasks to meet conflicting deadlines.
5. Demonstrated highly developed interpersonal skills, including the commitment to provide a quality customer service.

ELIGIBILITY

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment; and
- obtain or hold a current Working with Children Check.

TRAINING

Employees will be required to:

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- 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 duties, responsibilities and other requirements of the position.

ENDORSED

DATE 23 October 2017
TRIM REF # D17/0439106