

Parent Liaison Coordinator

Professional Standards and Conduct

Position number	00039921
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 6
Reports to	Executive Director, Professional Standards and Conduct (Class 2)
Direct reports	Nil

Context

The Professional Standards and Conduct Division's portfolio within the [Department](#) includes the Standards and Integrity Directorate, the Internal Audit and Assurance Directorate, the Legal Services Branch and the Criminal Screening Unit. The Division 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 major areas of responsibility for the Professional Standards and Conduct Division are:

- Child Protection
- Misconduct Allegations
- Complaints and investigations
- Risk management
- Audit and assurance
- Criminal history screening
- Legal services advice and support.

Key responsibilities

- Provide support, information and advice to parents and the wider community on integrity and complaints resolution.
- Review and evaluate the present model of handling complaints (misconduct and non-misconduct), with a particular emphasis on the management of parental complaints and identification of service provision gaps.
- Identify and recommend an alternative model for the management and resolution of parental complaints across the system (at school, regional and central levels) and basing

an alternative model on reviews and best practice in parent mediation and conflict resolution.

- Provide advice and information to Divisional staff on handling complaints.
- Research, develop, implement and review strategies, processes and procedures for complaint management, conflict resolution and mediation.
- Prepare high-level reports, briefings and discussion papers on handling complaints and conflict resolution and mediation.
- Develop and maintain effective working relationship with key stakeholders, including key Regional Executive Directors, Principals, and Coordinators of Regional Operations, Standards and Integrity staff and the Western Australian Council of State School Organisations (WACSSO).

Selection criteria

1. Demonstrated substantial knowledge and understanding of conduct, integrity and complaints assessment and resolution within government.
2. Demonstrated highly developed conceptual, analytical and research skills with the ability to develop practical and innovative solutions to complex and sensitive problems within a complex environment.
3. Demonstrated high level mediation, negotiation and conflict resolution skills.
4. Demonstrated highly developed verbal communication and interpersonal skills, including the ability to constructively work collaboratively in a team environment and cooperatively with staff at all levels and from across different agencies and organisations.
5. Demonstrated highly developed written communication skills, including experience in the preparation of reports, briefings and discussion papers.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- 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 30 September 2020
Reference D20/0483786