

Research and Support Officer

Legal and Legislative Services

Position number	00038693
Agreement	Public Sector CSA General Agreement 2022 or as replaced
Classification	Level 4
Reports to	General Counsel (Specified Calling 6)
Direct reports	Nil

Context

The Legal Services Branch provides advice to the Department on legal and legislation matters. The Branch deals with, and on behalf of the Department, provides advice about various, sensitive legal issues, complaints, administrative law, legislation issues, insurance and claims against the Department.

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Key responsibilities

- Assist in the management of the claims, allegations and investigations database related to historical child sexual abuse, ensuring that all claims are recorded, classified, allocated, monitored and resolved in accordance with established timeframes.
- Assist in the implementation of plans, strategies and policies, in collaboration with the Senior Investigator, Historical Sexual Abuse Claims, to ensure that claims and investigations related to historical sexual abuse are handled in accordance with regulatory and legislative requirements.
- Provide advice to internal and external stakeholders, including State Solicitor's Office, RiskCover and legal officers within the Department, in relation to claims of historical sexual abuse matters and attend conferences for claims with the appointed legal representative.
- Provide advice and information to senior legal officers on identified trends in historical sexual abuse claim and investigation issues and their management.
- Undertake research and projects that support continuous improvement in claims management, investigations, child protection policies and strategies within the Department and manage files and data on historical child sexual abuse claims.

- Provide ongoing advice and support to the Manager Legal Services and Senior Investigator, Historical Sexual Abuse Claims in the management of historical sexual abuse claims relating to insurance and legal issues.
- Liaise with external stakeholders including the State Solicitor's Office, WA Police, the Department of Communities Child Protection and Family Support and RiskCover and prepare routine legal documents and correspondence as required.
- Provide quality customer service to internal and external stakeholders.

Selection criteria

1. Demonstrated skills and experience in undertaking a claims management function and knowledge of legal practices and processes within a large environment.
2. Demonstrated well developed oral, written and interpersonal communication skills, including the ability to liaise effectively with individuals at all levels and work both independently and as part of a collaborative team.
3. Demonstrated well developed information management, conceptual and analytical skills and the ability to use initiative to identify priorities, meet conflicting timelines and report on information to a range of audiences.
4. Demonstrated ability to manage projects according to an accepted project management methodology and timeframe.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within 3 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 6 months of appointment
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

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

ENDORSED

Date 14 August 2023
Reference D23/1323083