

Manager, Complaints and Integrity Education

Standards and Integrity

Position number	00040805
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 8
Reports to	Director, Standards and Integrity (Level 9)
Direct reports	Principal Consultant, Integrity Education (Level 7) Principal Assessment Officer (Level 7)

Context

The Department's Standards and Integrity Directorate within the Professional Standards and Conduct Division, is responsible for:

- the assessment and management of complaints in line with the Complaints and Notifications Policy and framework
- investigation of staff disciplinary matters
- reviews into child deaths and incidents
- monitoring working with children check compliance, associated with departmental employees
- delivery of integrity education across the Department.

The Directorate promotes a culture of integrity across the organisation by delivering education, training and support that promotes high standards of conduct amongst staff and focuses on resolving complaints effectively, maintaining child safety, and reducing misconduct risks associated with fraud and corruption.

The department investigates allegations of staff conduct in accordance with the *Public Sector Management Act 1994*, and with reference to the department's *Code of Conduct*, policy instruments, and formal instructions from the Public Sector Commissioner.

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Key responsibilities

- Lead and direct strategic planning, implementation and evaluation of the Department's integrity capability building functions to ensure complaint management, triage and assessment processes and integrity initiatives meet the business needs and strategic objectives of the Department.

- Provide strategic direction, lead and mentor multi-disciplinary teams in assessment, non-misconduct and general complaint management and resolution, and prevention, integrity education including Accountable and Ethical Decision Making, misconduct and discipline matters.
- Ensure adequate coordination and provision of subject matter expertise and advisory services for schools, regional offices and other departmental staff to assist with resolution of non-misconduct and general complaints, with an emphasis on complaints made by students, parents and caregivers.
- Work collaboratively to develop, plan, coordinate and implement integrity improvement and misconduct/corruption prevention strategies across the Department.
- Develop, review and improve business policies, processes and procedures to maintain an appropriate complaints resolution process in line with the Public Sector Commission Integrity Framework.
- Oversee communication and engagement to enhance business processes and systems through the support services.
- Build the engagement of key stakeholders, including schools, regional offices and parents, to support and embrace best practice complaints management and a culture of integrity.
- Develop, promote and sustain strategic alliances and partnerships within the Department to access diverse specialist knowledge that enables the development, acceptance and achievement of planned outcomes as well as effective collaboration, complaint management and engagement with integrity initiatives.
- Manage the financial and physical resources of the Branch.
- Prepare statistical reports and provide analysis of non-misconduct and general complaints data and trend analysis for presentation to the Director General, Corporate Executive, Regional Offices and School Principals on a regular basis or as required.
- Contribute to the strategic management and leadership of the Professional Standards and Conduct Division.
- Represent the Department on intra-agency and inter-agency committees and working parties.
- Consult with internal as well as external key stakeholders, including the Corruption and Crime Commission, the Public Sector Commission, the Commissioner for Children and Young People, the Ombudsman WA and the Western Australia Police Force, to establish and maintain effective partnerships and relationships.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and 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

Implements and manages strategy

- Translate strategy into operational goals and create a shared sense of purpose within the business unit.
- Engage others in the strategic direction of the work area, encourage their contributions and communicate expected outcomes.
- Consider the ramifications of a wide range of issues, anticipate priorities and develop long term plans for the work area.

Achieves results

- Evaluate performance and identify critical success factors.
- Establish clear plans and timeframes for task implementation and outline specific activities.
- Strives to achieve and encourage others to do the same.
- Monitor progress and identify risks that may affect outcomes and adjust plans as required.

Builds productive relationships

- Build and sustain relationships with a network of key people internally and externally.
- Recognise shared agendas and work towards mutually beneficial outcomes.
- Bring people together and encourage input from key stakeholders.

Exemplifies personal integrity and self-awareness

- Act professionally and impartially at all times and operate within the boundaries of organisational processes and legal and public policy constraints.
- Take personal responsibility for meeting objectives and progressing work; and commit energy and drive to see that goals are achieved.
- Persist and focus on achieving objectives even in difficult circumstances.

Communicates and influences effectively

- Confidently present information in a clear, concise and articulate manner and translate information for others.
- Approach negotiations with a strong grasp of key issues, having prepared well in advance.
- Anticipate the position of the other party and adapt approach accordingly.
- Encourage the support of relevant stakeholders.

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
- 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 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 1 month of appointment.

Certification

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

ENDORSED

Date 22 August 2022
Reference D22/0539292