



Job Description Form

Title:	Case Officer
Classification:	Level 4
Award:	Public Sector CSA Agreement
Position Number:	P00000943
Business Unit:	Intake and Early Resolution
Location:	Perth CBD

Reporting Relationships

Responsible to:	Manager Intake and Early Resolution, Level 7
Positions under direct supervision:	None

About the Health and Disability Services Complaints Office (HaDSCO)

HaDSCO is an independent Statutory Authority offering an impartial resolution service for complaints relating to health, disability and mental health services in Western Australia and the Indian Ocean Territories.

Our vision is to be the leading expert in providing quality, accessible and responsive complaint management services to influence improvements in the health, disability and mental health sectors.

Our values underpin all that we do and assist to create a culture which is dynamic and inclusive, and encourages staff to feel proud of what they are able to achieve.

Service – Accountable - Fair - Effective - Responsive

Role Summary

The Case Officer conducts assessments, manages a caseload of confined complaints for resolution and provides advice in relation to enquiries received from a variety of sources.

Key Responsibilities

Complaint Assessment and Resolution

- Manages enquiries and complaints received by telephone, letter, email, on-line or in person and provides advice in regard to the role of the Office.
- Provides information to stakeholders about the complaint process, sometimes in circumstances where individuals exhibit challenging behaviours.
- Conducts enquiries and uses the relevant legislation and policy framework to assess whether a matter falls within the jurisdiction and/or provides information on other avenues for complaint resolution.
- Records and assesses evidence to establish the facts of a complaint and makes recommendations to the Manager Intake and Early Resolution on completion of assessment for decision.
- Actively participates in case supervision and case management meetings by sharing ideas and supporting others.
- Manages a case load of complaints within agreed timeframes and performance indicators through assessment, early resolution, facilitated referral and negotiated settlement.
- Supports and assists Principal Case Officers conducting conciliations and investigations.

Stakeholder Engagement and Outreach

- Works in consultation with providers to make recommendations and agree actions for service improvement.
- Attends meetings, conferences and regional visits to raise the profile of the Office.

Team Participation

- Liaises effectively with other members of the complaint management team, is flexible and uses initiative to ensure the smooth transition of files and achievement of outcomes.
- Commits and contributes to maintaining a positive work culture, own and staff wellbeing.

Data Management System Improvement

- Contributes to maintaining a shared knowledge base for the team.
- Maintains the case management and record keeping systems in accordance with performance standards ensuring accurate and reliable data is input for reporting purposes.

Other

Other duties as directed.

Behaviour Expectations

Leadership expectations provide a clear understanding of expected leadership behaviours for all public sector employees in different contexts. The expected behaviours (see below) should be demonstrated in the context of personal leadership ([Leadership Expectations](#)) for this position.

Lead collectively

You proactively build strong working relationships with members of your team and use these relationships to achieve your objectives and deliverables to a high standard.

Think through complexity

You approach problems with systematic thinking and seek alternative options before implementing solutions. You know where to find relevant information and use a common sense approach to research and analyse, and then make evidence based recommendations.

Dynamically sense the environment

You communicate clearly, presenting relevant technical and professional information without jargon. You adapt your communications style and language depending on your target audience, negotiating confidently and respectfully.

Deliver on high leverage areas

You identify the tasks and priorities of your work that are in line with the priorities of your team. You reschedule and reprioritise your work on a daily basis with guidance if necessary to reflect changes in your team environment. Under the supervision of your manager, you work to meet specified timelines and priorities, completing your work to a high standard.

Build capability

You recognise your role in and contribution to creating a healthy culture in your team environment

Embody the spirit of public service

You display and embody the spirit of public service in all your decision making, interactions and professional activities.

Lead adaptively

You are responsive to change in your work environment. You regularly seek feedback on your performance and practices from your manager and peers, and respond appropriately.

Work Related Requirements (Selection Criteria)

Essential:

Demonstrated experience in a customer service, complaint handling and/or regulatory environment.

Demonstrated experience in working with policy and procedures to complete tasks within required timeframes.

Experience working with clients exhibiting challenging behaviours.

Desirable:

Working knowledge of health, mental health and/or disability sectors.

Demonstrated experience in working with legislation.

Essential Eligibility Requirements/Special Appointment Requirements

Provision of a satisfactory National Police Certificate.
Successful 100 point identification check.

Date Updated: April 2024

Ref:

Director Sign Off: 2 April 2024

