



Senior Assessment Officer

Standards and Integrity

Position number	Generic
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 6
Reports to	Principal Assessment Officer (Level 7)
Direct reports	Nil

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 new Complaints and Notifications Policy
- investigation of staff disciplinary matters
- reviews into child deaths and incidents
- monitoring working with children check compliance, associated with departmental employees.

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 serious misconduct risk 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 framework, and formal instructions from the Public Sector Commissioner.

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Key responsibilities

- Assist in the administration of misconduct complaints against staff, including assessments and classification of allegations, recording, allocation and monitoring of cases.
- Provide support in coordinating the assessment and assignment of cases.
- Assist in the management of the Directorate's database of complaints and allegations ensuring that all complaints are recorded, classified, allocated, assessed, monitored and resolved in accordance with established timeframes and quality standards.

- In collaboration with the Principal Assessment Officer, formulate, implement and review operational plans, strategies, policies and procedures to ensure cases are handled in accordance with regulatory requirements.
- Assist with managing complaints and investigations of a serious nature involving senior officers and the provision of advice to management on complaint management issues.
- Provide relevant and timely high-level advice to the Director, Senior Executive, the Director General and the Minister on complaints and their management.
- Liaise with internal and external stakeholders, including the Corruption and Crime Commission, Public Sector Commission, WA Police, the Department of Communities, the Teacher Registration Board of Western Australia and the Ombudsman.

Selection criteria

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 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
- hold a current C class drivers licence
- travel intrastate as required
- 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 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 one 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 1 August 2022
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