



## Job Description Form

<b>Title:</b>	Senior Case Officer
<b>Classification:</b>	Level 5
<b>Award:</b>	Public Sector CSA Agreement
<b>Position number:</b>	P00019874
<b>Business unit:</b>	Intake and Early Resolution
<b>Location:</b>	Perth CBD

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### About the Health and Disability Services Complaints Office

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 in creating a culture which is dynamic and inclusive and encourages staff to feel proud of what they are able to achieve.

#### Our values



Service



Accountable



Fair



Effective



Responsive



## Role statement

The Senior Case Officer supports the Manager in the intake of new complaints and provides general guidance and oversight to the Case Officers. The position conducts assessments, manages a caseload of more complex complaints for resolution, and provides advice on enquiries received from various sources.

## Reporting Relationships

<b>Responsible to:</b>	Manager Complaints, Level 7
<b>Positions under direct supervision:</b>	None

## Duties and responsibilities

### Complaint Assessment and Resolution

- Manages enquiries and complaints received by telephone, letter, email, on-line or in person and provides advice about the Office, making a complaint and about other relevant organisations and agencies.
- 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 Complaint 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 the Manager to triage complaints ensuring identified risk is actioned appropriately.
- Supports and assists Principal Case Officers conducting conciliations and investigations.

## Data Management System Improvement

- Maintains the case management and record keeping systems in accordance with performance standards ensuring accurate and reliable data is input for reporting purposes.
- Coordinates the review of complaint management policies, procedures and resources and ensures they are maintained and updated at regular intervals.

## Stakeholder Engagement and Outreach

- Supports the Manager with Ahpra engagement by completing meeting preparation and completion of legislative and administrative requirements, attends meetings as required.
- Supports the Manager with monitoring of service improvement implementation and identification of case studies for educative purposes.
- 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

- Proactively contributes to team activity to improve internal processes and procedures and undertakes tasks and research associated with complaints intake and management as directed.
- Oversees the induction and development of Case Officers.
- Actively participates in case supervision and case management meetings by sharing ideas and supporting others.
- Commits and contributes to maintaining a positive work culture, own and staff wellbeing.

## 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 acknowledge the relationship between your work and the value it contributes to your team. You understand your agency's objectives and can express how your work relates and contributes to achieving operational excellence for your agency.

### **Think through complexity**

You are solution focused and seek guidance to explore the likelihood of your intended outcome. You are accountable and take responsibility for your decisions and actions.

### **Dynamically sense the environment**

You engage in your work environment with a positive and open mind, acknowledging that your approach may not be the only effective approach. You seek to understand issues and problems before reacting and discuss them thoughtfully with your team.

### **Deliver on high leverage areas**

You respond openly to directed changes. You explore new methods and approaches to your work. You proactively share your learnings with your team, contributing to the effectiveness of work practices.

### **Build capability**

You actively contribute to the development of your team's capability, ensuring you support your team members. You provide technical and professional support to your peers, making time to mentor others in your team.

### **Embody the spirit of the public service**

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

### **Lead adaptively**

You demonstrate a willingness to extend your knowledge, skills and technical expertise to support your development, seeking guidance when necessary. You participate in learning opportunities, reflect on your learnings and, with appropriate support, actively implement them.

## **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.



Health and Disability Services  
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### Desirable

- Demonstrated experience in working with legislation.
- Qualifications and/or working knowledge of health, mental health and/or disability sectors.

### Essential eligibility requirements/special appointment requirements

- Appointment is subject to a satisfactory National Police Clearance.
- Successful 100-point identification check.

<b>Date updated:</b>	12 June 2024
<b>Reference:</b>	
<b>Chief Executive Office Approval Date:</b>	12 June 2024
<b>Chief Executive Office Signature:</b>	<i>Savan Cenise</i>