



Manager Parent Liaison Office

| | |
|------------------------|--|
| Position number | 00042814 |
| Agreement | Public Sector CSA Agreement 2022 or as replaced |
| Classification | Level 8 |
| Reports to | Executive Director, Professional Standards and Conduct (Class 2) |
| Direct reports | Parent Liaison Coordinator (Level 6) Administration Support Officer (Level 3) |

Context

The Parent Liaison Office (PLO) is responsible for the implementation of a collaborative, coordinated and sustainable approach to support the delivery of services to parents, carers and the community from within the Department of Education (the Department). The PLO partners with families, communities and agencies to support the engagement of every student. The PLO provides:

- specialist, student-centred advice to school staff, parents, carers, and the school community;
- a central point of contact for coordination for complex complaints support;
- timely information and appropriate ongoing support regarding emerging matters regarding complex parent complaints;
- a link between relevant services across the Department for parents/carers in response to complex and/or protracted complaints throughout all phases of the complaints process;
- provision of improved services to parents, carers and the community in relation to mediation and complaints resolution;
- provision and/or coordination of support to parents/carers after a critical incident that has impacted on children;
- delivery of professional learning and resource development for schools and parents/carers on effective complaints resolution and mediation;
- interagency collaboration through knowledge and resource sharing; and
- a conduit for communication between the Department and Minister's Office in relation to support provided to parents and carers experiencing difficulties navigating the complaints resolution process with schools and regional education offices which ensures a best-practice approach to conflict resolution.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Leadership and Strategic Management

- Develop, implement and monitor initiatives for the delivery of services and support programs that are responsive and relevant to the needs of schools and parents, consistent with the Department's strategic direction.
- Manage the Parent Liaison Office (PLO) operations, complex parent complaints and support strategies for parents and carers. This includes the primary focus areas of:
 - Establishment of system-level support strategies and professional learning for schools and parents.
 - Specialist advice and support on systemic complaints issues and key emerging trends from parent feedback about their experiences in complaint management at school, region and central levels.
 - Operational responses to complex and/or protracted parent complaints where the parent has initiated contact with the Director General and/or Minister.
 - Organisational capability and readiness building related to cultural changes and practices to reflect the Department's core values, principles and to enhance customer service, which encompasses training, professional learning and analysis of trends and systemic issues.
- Provide specialist advice, resource development and support to Department staff to resolve disputes, prevent escalation of conflict, and assist with complex complaints while focused towards achieving the best educational and engagement outcomes for students.
- Develop, monitor and manage the content of all resources posted on the Department's parent website.
- Monitor, review and evaluate policies, processes and procedures related to effective management and resolution of complaints made by parents and carers.
- Provide a high-level advisory and consultancy services to senior department officers and school leaders on parent complaint management, initiatives, procedures and policies.
- Develop and oversee plans and activities to evaluate parent engagement plans and provide directions and recommendations in relation to school-level and system-level requirements and business continuity matters.
- Represent the department on internal and external committees and working parties in relation to the department's parent engagement and complaint management processes and arrangements.
- Build and maintain professional links and strategic relationships with internal and external stakeholders to facilitate the implementation and coordination of the department's management of processes related to parent engagement.
- Monitor trends and new initiatives in parent engagement in other states and territories and provide strategic and expert advice.
- Identify system-level operational priorities regarding parent engagement in consultation with key stakeholders within the department and coordinate provision of appropriate responses on behalf of the department.
- Prepare high-level reports, briefing notes, discussion papers and ministerial communication.

Parent Engagement

- Partner with schools, families, community and support agencies to ensure every student can engage in, and access, education.
- Monitor and maintain the Department's proactive approach to parent engagement, including the development of resources for parents and carers.

- Assist parents, carers and members of the community understand the Department's complaint management process and provide advice and support to move toward complaint resolution.
- Develop, coordinate and support effective processes and procedures for parent engagement, and best practice and direct development activities to improve delivery of parent engagement strategies at school, regional and system levels.
- Monitor and evaluate the effectiveness of the department's approach to parent engagement, response initiatives and strategies to ensure appropriate reflection and evaluation of existing strategies with a focus on continuous improvement.
- Provide, on request of schools, education regions and Department Executive, an alternative primary contact point for parents and carers to raise concerns, seek information and negotiate steps towards complaint resolution if communication with a school or regional office is strained.

Branch Management

- Oversee operations of the PLO to support all schools, education regional offices and central services.
- Staff a dedicated email and telephone line for parents and carers to ask for information, explanation and support.
- Manage the financial, physical resources and administrative and business functions of the PLO.
- 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 departmental policy.

Selection criteria

Implements and manages strategy

- translates strategy into operational goals and creates a shared sense of purpose within the business unit
- engages others in the strategic direction of the work area, encourages their contributions and communicates expected outcomes
- considers the ramifications of a wide range of issues, anticipates priorities and develops long term plans for the work area
- understands objective, critical analysis and distils the core issues

Achieves results

- evaluates performance and identifies critical success factors
- establishes clear plans and timeframes for task implementation and outlines specific activities
- strives to achieve and encourages others to do the same
- monitors progress and identifies risks that may affect outcomes and adjusts plans as required

Builds productive relationships

- builds and sustains relationships with a network of key people internally and externally
- recognises shared agendas and works towards mutually beneficial outcomes
- brings people together and encourages input from key stakeholders

Exemplifies personal integrity and self-awareness

- acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints
- takes personal responsibility for meeting objectives and progressing work; and commits energy and drive to see that goals are achieved
- persists and focuses on achieving objectives even in difficult circumstances

Communicates and influences effectively

- confidently presents information in a clear, concise and articulate manner and translates information for others
- approaches negotiations with a strong grasp of key issues, having prepared well in advance
- anticipates the position of the other party and adapts approach accordingly
- encourages the support of relevant stakeholders.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit 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 and every 3 years thereafter
- 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 26 June 2024
Reference D24/0456281