



## Job Description Form

**Title:** Principal Case Officer

**Classification:** Level 6

**Award:** Public Sector CSA Agreement

**Position number:** P00014399

**Business unit:** Complaint Resolution

**Location:** 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 Principal Case Officer conducts assessments, manages a caseload of complex health, disability services, mental health and Code of conduct complaints using negotiated settlement, conciliation and investigation practices.

## Reporting Relationships

**Responsible to:** Manager Complaints, Level 7

**Positions under direct supervision:** 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.
- Autonomously manages a case load of complex and/or highly sensitive complaints within agreed timeframes and performance indicators through assessment, negotiated settlement, conciliation and investigation processes for health, disability service and mental health complaints in accordance with legislative frameworks, policies and alternative dispute resolution practices, including conciliation and investigation.
- Develops and utilises practical, proactive strategies to achieve resolution of complaints using current resolution techniques and shares these strategies with staff.
- Develops reports, briefings and correspondence relevant to assigned complaints processes and makes recommendation as required by legislation framework and policy.
- When systemic issues are noted over the course of a complaint, notifies the Assistant Director and provides advice and assistance in the development of strategies to address systemic issues as required.
- Manages Code of conduct matters and monitors compliance in relation to Code of conduct determinations.
- Obtains legal advice as required.

## Stakeholder Engagement and Outreach

- Works in consultation with providers to make recommendations arising from complaints and identifies service improvements.
- Promotes the Office and its functions to service providers and consumers within the health, disability services and mental health sectors and where appropriate assists service providers to improve complaints procedures.
- 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 management as directed.
- Shares professional knowledge and information, supports and mentors team members across the branch.
- Contributes to monitoring and maintaining a positive work culture 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 are willing to go the extra mile to provide a value adding service and persist in your efforts. You identify opportunities for process improvements that result in exceeding service requirements.

### **Think through complexity**

You are confident in your ability to independently make evidence based decisions and combine this with an ability to recognise the implications for the agency.

### **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 take responsibility for managing your work to achieve results, keeping others informed of your progress. You persevere with your work tasks, displaying tenacity to see tasks through to completion. You display personal resilience to overcome obstacles and challenges, seeking support from your manager when necessary.

### **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 resolving complex complaints/disputes and achieving outcomes for the benefit of the parties involved.
- Demonstrated experience working with policy and procedures to complete tasks within required timeframes.



### Desirable

- Qualifications and/or working knowledge of health, mental health and/or disability sectors.
- Accreditation as a Mediator or Conciliator or substantial experience in administering alternative dispute resolution methodologies and techniques.
- Certificate IV Government Investigation.
- Demonstrated experience in working with legislation.

### Essential eligibility requirements/special appointment requirements

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

<b>Date updated:</b>	3 September 2024
<b>Reference:</b>	
<b>Chief Executive Office Approval Date:</b>	Sarah Cowie, Director Health and Disability Services Complaints Office 3 September 2024
<b>Chief Executive Office Signature:</b>	