



## External Oversight Coordinator

### Standards and Integrity

<b>Position number</b>	00046721
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2022</a> or as replaced
<b>Classification</b>	Level 4
<b>Reports to</b>	Principal Consultant (Level 7)
<b>Direct reports</b>	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 and reportable conduct in accordance with the *Public Sector Management Act 1994* and *Parliamentary Commissioner Act 1971* respectively, and with reference to the department's Code of Conduct, policy framework, and formal instructions from the Public Sector Commission.

The External Oversight Coordinator has responsibility for coordinating and managing external and internal oversight and stakeholder engagement activities, building and establishing strong working relationships with officers of equivalent and senior levels and coordinating timely responses to external requests. The position has oversight of a broad range of requests, contributes to the preparation of reports, updates databases and provides statistics on current cases.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

## Key responsibilities

- Assist in the management and coordination of oversight assessments, investigations, child death reviews, and reportable conduct matters across the directorate.
- Ensure all matters are recorded, classified, allocated, monitored and resolved in accordance with established timeframes and accurately into the relevant database, case management and/or record management system.
- Assist in the implementation of plans, strategies and policies, in collaboration with the Assessment, Investigation, Reviews and Business Performance and Intelligence teams, to ensure that departmental reporting obligations with external agencies are handled in accordance with regulatory and legislative requirements.
- Manages incoming information requests from external agencies and bodies in relation to matters concerning misconduct, breaches of discipline, reportable conduct, child death reviews and incident reviews, from across the directorate and division.
- Coordinates responses to external agencies and bodies about misconduct, breaches of discipline, reportable conduct, child death reviews and incident reviews, which includes the gathering of cross-divisional information.
- Provide advice to internal and external stakeholders, including the Ombudsman Western Australia, Corruption and Crime Commission, Public Sector Commission, Teacher Registration Board of Western Australia, State Solicitor's Office, Western Australia Police Force and Department of Communities, as well as other relevant officers within the Department, in relation to the assessment and investigation matters and reviews.
- Liaise with external agencies and bodies regarding the progress of matters as needed, and prepare routine reporting documents, statistics and correspondence as required.
- Provide advice and information to assessment officers, investigators and review officers on identified trends in misconduct and reportable conduct matters, and assessment and investigation issues and their management.
- Undertake research and projects that support continuous improvement in approaches to assessments, investigations, incident reviews, child protection policies and strategies within the Department and manage files and data on historical child sexual abuse claims.
- Prepare and distribute materials, such as newsletters, reports, presentations dashboards and data to ensure external agencies and bodies are informed about activities relevant to the directorate's functions.
- Coordinate and facilitate stakeholder meetings, workshops, presentations and events, including the preparation of agendas, minutes and action follow-ups.
- Assist with the development and implementation of training within the directorate.
- Provide ongoing advice and support to the directorate's Principal Consultants and Managers in the effective management of assessments, investigations and reviews where misconduct, breaches of discipline and/or reportable conduct notification/referral obligations exist.
- Provide quality customer service to internal and external stakeholders.

## Selection criteria

1. Demonstrated skills and experience in coordinating activities to meet regulatory and legislative oversight compliance.
2. Demonstrated experience in assisting with triage, assessment, investigation and review methodology and functions, with a knowledge of such processes within a large and busy public sector work environment.
3. Demonstrated well developed oral, written, and interpersonal communication skills, including the ability to liaise effectively with internal and external stakeholders at all levels and work both independently and as part of a collaborative team.

4. Demonstrated well developed information management, conceptual and analytical skills and the ability to use initiative to identify priorities, meet conflicting timelines and report on information to a range of audiences.
5. Demonstrated ability to analyse information and data and present information effectively to inform decision making and monitor trends and issues.
6. Demonstrated ability to manage projects according to an accepted project management methodology and timeframe.

### **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 and yearly thereafter
- 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 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            31 October 2024  
Reference    D24/0834967