



Coordinator, Complaints

Standards and Integrity

Position number	00025891
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 5
Reports to	Manager, Complaints and Integrity Education (Level 8)
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 and reportable conduct 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.

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Key responsibilities

- Assist in the administration of misconduct complaints against staff, including assessments and classification of allegations, recording and monitoring of Local Improvement Actions.
- Provide advice to internal and external stakeholders on complaint inquiries.

- Assist in the management of the Directorate's investigation management system, ensuring complaints are recorded, classified, monitored and resolved in accordance with the established timeframes and quality standards.
- Provide information to support the completion of directorate reporting and the development of prevention and education strategies.
- Undertake projects that support continuous improvement in; complaints management, child protection, conduct and integrity policies within the Department.
- Assist in implementing plans, strategies and policies to ensure complaints and investigations are handled in accordance with regulatory and legislative requirements.
- Develop and maintain an effective working relationship with key external stakeholders, including the Corruption and Crime Commission, Public Sector Commission, WA Police, Ombudsman WA and Teacher Registration Board of WA.

Selection criteria

1. Demonstrated experience undertaking assessment of complaints and breaches of discipline within a public sector environment.
2. Demonstrated sound oral, written and interpersonal communications skills, including the ability to liaise effectively with staff at all levels.
3. Demonstrated ability to work collaboratively within a team environment.
4. Demonstrated well-developed conceptual and analytical skills.
5. Demonstrated understanding of the relevant structure and regulatory frameworks with regard to Part 5 of the *Public Sector Management Act 1994* impacting on the Department.
6. Demonstrated commitment to providing quality customer service.

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 consent to a three-yearly renewal of that clearance
- undertake or hold a current Working with Children Check
- complete a declaration upon employment, that any significant change in their circumstances (e.g. new criminal charges /convictions/conflicts of interests) will be communicated to their Line Manager
- complete an annual declaration advising of any change to work-related circumstances (e.g. new criminal charges/convictions; conflicts of interest)
- disclose any previous disciplinary findings from an employer; this may involve obtaining written confirmation from current/past employers to demonstrate they have not been the subject of disciplinary investigation resulting in an adverse finding or unresolved disciplinary matter
- 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 12 March 2025
Reference D25/0135126