



Assessment Officer

Standards and Integrity

Position number	Generic
Agreement	Public Sector CSA Agreement 2021 or as replaced
Classification	Level 4
Reports to	Principal Assessment Officer / Principal Investigator (Level 7)
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 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 in accordance with the *Public Sector Management Act 1994*, and with reference to the department's Code of Conduct, policy framework, and formal instructions from the Public Sector Commissioner.

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Key responsibilities

- Assist in managing the complaints, allegations and investigations database, ensuring that all complaints are recorded, classified, allocated, monitored and resolved in accordance with established timeframes and in compliance with regulatory and legislative requirements, departmental policies and the Australian Standards for Complaints Handling.
- Assist in implementing plans, projects, programs, strategies and policies to ensure that complaints and investigations are handled in accordance with regulatory and legislative requirements and promotes the directorate's responsibilities, services and processes.

- Provide advice and support to internal and external stakeholder on complaints inquiries.
- Provide advice and information to senior management on identified trends and complaint and investigation issues and their management.
- Undertake projects that support continuous improvement in complaints management, investigations, child protection, conduct and integrity policies and strategies within the department.
- Provide support to senior officers in the directorate in managing particularly sensitive or urgent matters, using the complaints case management database.
- Liaise with and provide quality customer service to external stakeholders including the Corruption and Crime Commission, WA Police, the Department of Communities, Teacher Registration Board of WA and the Ombudsman.
- Assist in managing a comprehensive complaints and investigations database to monitor investigations and generate information for reporting purposes.

Selection criteria

1. Demonstrated skills and experience in undertaking a complaints management function within a large environment.
2. Demonstrated knowledge and understanding of complaints and investigation policy, procedures and regulatory frameworks within a public sector environment.
3. Demonstrated well developed oral and written communication and interpersonal skills, including the ability to liaise effectively with individuals at all levels and work both independently and as part of a collaborative team.
4. Demonstrated well developed conceptual and analytical skills with the ability to use initiative to identify priorities and meet conflicting timelines.
5. Demonstrated ability to manage projects according to an accepted project management methodology.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance 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
- obtain or hold a current Working with Children Check
- complete the Department's induction program within three 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 one month of appointment.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 4 August 2022
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