



Parent Liaison Coordinator

Parent Liaison Office

Position number	00047163
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 6
Reports to	Manager, Parent Liaison Office (Level 8)
Direct reports	Nil

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 to support the engagement of every student. The PLO provides:

- 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
- 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 for more information about the Department of Education.

Key responsibilities

- Provide support, information and advice to parents and the wider community on integrity and complaints resolution.
- Provide specialist support, engagement and broker advice to subject matter experts, mediators, support people, internal or external specialist service providers that are best placed to assist in the resolution of the complaint.
- Apply the principles of the *Disability Discrimination Act 1992* and the *Disability Standards for Education 2005* in interactions with parents and the wider community.
- Provide advice and information to Divisional staff in relation to complex complaints requiring specialist support.
- Research, develop, implement and review strategies, processes and procedures for complaint management, conflict resolution and mediation.
- Prepare high-level reports, briefings and discussion papers on handling complaints and conflict resolution and mediation, that are required for compliance, evidence-based decision making, and strategic initiatives for improving complaints handling across the Department.
- Represent the Parent Liaison Office on committees and working groups, as required.
- Build relationships and communicate in a culturally competent manner with parents and communities.
- Develop and maintain effective working relationship with key stakeholders, including Directors of Education, Principals, and Coordinators of Regional Operations, Standards and Integrity staff and the Western Australian Council of State School Organisations (WACSSO).

Selection criteria

1. Demonstrated substantial knowledge and understanding of conduct, integrity and complaints resolution within government.
2. Demonstrated highly developed conceptual, analytical and research skills with the ability to develop practical and innovative solutions to complex and sensitive problems within a complex environment.
3. Demonstrated high level mediation, negotiation and conflict resolution skills.
4. Demonstrated highly developed verbal communication and interpersonal skills, including the ability to constructively work collaboratively in a team environment and cooperatively with staff at all levels and from across different agencies and organisations.
5. Demonstrated highly developed written communication skills, including experience in the preparation of reports, briefings and discussion papers.

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 24 March 2025
Reference D25/0290073