

Investigation Support Officer

Standards and Integrity

Position number	00044992
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 3
Reports to	Manager Investigations (Level 8)
Direct reports	Nil

Context

The Department's Standards and Integrity Directorate within the Professional Standards and Conduct Division, is responsible for:

- assessment and management of complaints
- investigation of Reportable Conduct and staff complaints associated with misconduct and breaches of discipline
- conducting reviews into child deaths and critical incidents
- monitoring working with children check compliance across all government school sites
- delivering integrity education programs

The Directorate promotes integrity by delivering education and training designed to promote high standards of staff conduct, prioritise child safety and wellbeing, reduce serious misconduct risk and facilitate effective complaint resolution.

The Department investigates complaints of staff conduct in accordance with the *Public Sector Management Act 1994*, the *Parliamentary Commissioner Act 1971*, and with reference to the Department's *Code of Conduct*, and formal instructions from the Public Sector Commissioner.

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Key responsibilities

- Provide administrative support for research activities, projects and initiatives associated with management and investigation of complaints.
- Assist in preparing project plans, reports, supporting materials, and monitoring systems, in accordance with departmental policies and guidelines.
- Assist in preparing materials for use on the Department's intranet associated with the functions of the Standards and Integrity Directorate.
- Respond to enquiries from schools, and engage with employees, parents and other stakeholders as needed.

- Manage the collation and input of data into case management systems related to the functions of the Standards and Integrity Directorate.
- Liaise with, and establish effective relationships with stakeholders, including the Corruption and Crime Commission, WA Police Force, Department of Communities, Teacher Registration Board of Western Australia and the Ombudsman of Western Australia.
- Participate in, and contribute to, the analysis of emerging trends and issues relating to the functions of the Standards and Integrity Directorate.
- Provide general support to the teams within the Standards and Integrity Directorate, including but not limited to, reviewing and recording correspondence, identifying high priority complaints, scanning documents, verifying records, creating files, monitoring compliance with departmental policies, transcribing interviews, and preparing reports.
- Provide administrative support associated with recruitment processes.

Selection criteria

1. Demonstrated considerable knowledge and experience in the delivery of administration support services.
2. Demonstrated experience or transferable skills, relating to the conduct of administrative investigations.
3. Demonstrated initiative and sound organisational skills.
4. Demonstrated sound written communication skills, with the ability to prepare reports.
5. Demonstrated strong verbal communication and interpersonal skills, including the ability to communicate information in a clear manner and provide high-level customer service.
6. Demonstrated well-developed computer application skills, including word processing, development and maintenance of databases and spreadsheets, and experience using an electronic records management system.

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 thereafter as required
- complete a declaration prior to employment and annually thereafter disclosing any 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
- 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 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 2 August 2024
Reference D24/0561508