

Screening Case Management Officer

Personnel Screening

Position number	Generic
Agreement	Public Sector CSA Agreement 2024 or as replaced
Classification	Level 3
Reports to	Senior Consultant – Screening (Level 6)
Direct reports	Nil

Context

The Professional Standards and Conduct Division includes the Standards and Integrity Directorate, the Risk and Assurance Directorate, the Legal and Legislative Services Branch, the Parent Liaison Office and the Personnel Screening Unit. The Division provides strategic leadership to enable the development, implementation and effective management of policies and strategies that fulfils statutory obligations and ensures that the highest standards of professionalism and integrity are demonstrated by all staff in the Department. The Division provides strategic advice to Corporate Executive on risk profiling and management, corruption prevention, internal control, complaints investigation and management as well as child protection strategies.

The Department's Personnel Screening Unit (the Unit) is an accredited agency endorsed by the Australian Criminal Intelligence Commission for the National Police Checking Service. The Unit ensures the probity of all employees through police clearance procedures and the review of existing information.

Key functions of the Unit include:

- conducting probity checks in relation to all criminal conviction history, including the assessment of 'Spent' convictions, for current and prospective employees, school board/council members and volunteers across the Department, both teaching and non-teaching
- liaising with other agencies, including the Western Australian Police Force and the Australian Criminal Intelligence Commission in relation to obtaining criminal history information on individuals who have provided their consent for the criminal record check to be undertaken
- liaising with individuals who have identified criminal history information to present additional information to the Screening Committee
- making recommendations as to the suitability for employment or volunteering in a Department worksite for any person identified as having recorded criminal history, which is considered by the Screening Committee.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

- Provide a customer focused and efficient service to screening applicants, through face-to-face, telephone and email.
- Maintain a working knowledge of the Department's Criminal History Screening policy and procedures and apply that knowledge when responding to queries from schools, applicants and other key stakeholders.
- Assist applicants to complete the online screening application if required.
- Quality assure applications for criminal history screening to ensure online applications have been completed correctly.
- Ensure the Unit's Criminal Record Information System (CRIS) and the service provided by the Document Verification Service (DVS) are accurate and functioning correctly at all times.
- Verify applicants' identity in line with processes established in the Service Agreement between the Australian Criminal Intelligence Commission and the Department.
- Implement business rules to ensure privacy and confidentiality of customers' personal information is maintained in compliance with the Australian Criminal Intelligence Commission Service Agreement.
- Assess criminal history returned from the Australian Criminal Intelligence Commission and make recommendations as to the necessary action to take.
- Prioritise and prepare correspondence accurately and within established timeframes.
- Liaise with the Western Australian Police Force about the Statement of Material Facts for those cases that have medium to serious criminal history.
- Communicate to applicants with identified criminal history information to request a statement and/or references in relation to their particular identified criminal history information.
- Prepare a justification for recommendations made once the Statement of Material Facts and statement and references are returned to the Unit for each case with identified criminal history information.
- Prepare monthly reports on statistics relating to the processing of criminal history record checks.
- Maintain a spreadsheet of daily banking and reconciles all screening applications with incoming revenue.
- Monitor the Unit's goods and services budget which includes the payment of accounts, credit card purchases and acquittals, and ordering stationery and other items where necessary.

Selection criteria

1. Demonstrated knowledge of trends and issues relevant to criminal record checking.
2. Demonstrated experience in delivering a high-quality customer-focused service, with an emphasis on a case-management approach.
3. Demonstrated well developed analytical and problem-solving skills.
4. Demonstrated good organisational skills with ability to manage priorities, meet deadlines and work under pressure.
5. Demonstrated experience in assisting customers with policy interpretation and application.
6. Demonstrated experience in budget management, including planning, purchasing and acquittal of funds, as well as daily banking processes and revenue reconciliation.

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

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