

JOB DESCRIPTION

Agency	Department of the Attorney-General and Justice		Work Unit	Health and Community Services Complaints Commission	
Job Title	Senior Investigation/ Conciliation Officer		Designation	Administrative Officer 7	
Job Type	Full Time		Duration	Ongoing	
Salary	\$106,843 - \$114,941		Location	Darwin	
Position Number	15807	RTF	183182	Closing	23/02/2020
Contact	Liz Keith on 08 8999 1906 or Elizabeth.keith@nt.gov.au				
Agency Information	www.hcsc.nt.gov.au/				
Information for Applicants	Applications must be limited to a one-page summary sheet and an attached resume/cv For further information for applicants and example applications: click here				
Information about Selected Applicant's Merit	If you are selected and accept this position, a detailed summary of your merit (including work history, experience, qualifications, skills, information from referees, etc.) will be provided to other applicants, to ensure transparency and better understanding of the reasons for the decision. For further information: click here				
Inclusion & Diversity	The NTPS values diversity and aims for a workforce which is representative of the community we serve. We strongly welcome and encourage people from all diversity groups to apply and strive to accommodate people with disability by making reasonable workplace adjustments when required. If you require an adjustment for the recruitment process or job, please discuss this with the contact officer.				
Special Measures	Not Applicable to this vacancy				
Apply Online Link	https://jobs.nt.gov.au/Home/JobDetails?rtfId=183182				

Primary Objective: Receive, record and resolve enquiries and complaints by undertaking preliminary inquiries, assessments, formal investigations and conciliations. Assist organisations to develop and improve complaints handling and promote awareness of provider and consumer rights and responsibilities throughout the Territory.

Context: The HCSCC is an independent agency established to receive and where possible resolve complaints about health, disability and aged care services in the NT fairly and impartially. Staff of the Commission engage with affected parties: complainants; service users; carers; registered and unregistered providers; departments; and non-government organisations through the complaint process and in relation to improvements in health services and community services.

Key Responsibilities: Handle a case load of complaints and enquiries of various complexity and seriousness which require methodical analysis from receipt to completion (potentially involving conciliation or investigation under the *Health and Community Services Complaints Act* (the Act)). The officer is required to formally investigate complaints under the Act and prepare precise and accurate reports as well as conciliate complaints under the Act by conducting negotiations and discussions with the various parties with the aim of reaching agreement. The officer will also be required to contribute to team knowledge about health, disability and/or aged care services; undertake project work; contribute to the development of educational and promotional material; and undertake public access and awareness programs throughout the NT.

Selection Criteria:

Essential:

1. Commitment to HCSCC values, with highly developed interpersonal skills, the ability to interact with complainants, service providers and co-workers in a considerate and respectful way at all times,
2. Commitment to and sound understanding of the principles of person-centred care.
3. Highly developed complaints resolution experience, including experience in complex and sensitive situations.
4. Investigative experience, both in the analysis of written material and in undertaking practical investigations in a complaint handling environment.
5. Experience in interpreting and applying legislation.
6. Experience and high level skills in the preparation of reports and correspondence, requiring research, analysis and evaluation.
7. Ability to provide public access and awareness programs through a variety of mediums in the areas of complaints management, awareness of rights and service improvement.
8. The ability to interact effectively with people from diverse cultures.
9. Demonstrated ability to develop innovative approaches to problem-solving.

Desirable:

1. Tertiary qualifications in an appropriate discipline, e.g. Nursing, Allied Health, Law or Social Sciences with recent experience in a health, disability or aged care setting, training or qualifications in alternative dispute resolution.
2. Knowledge of the Health and Community Services Complaints Commission's role and responsibilities.

Further Information: The successful applicant will be required to undergo a criminal history check. A criminal history will not exclude an applicant from this position unless it is a relevant criminal history.