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### Position Description

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| <b>Position Title:</b>             | Senior Case Officer                |
| <b>Position Classification:</b>    | Level 7                            |
| <b>Position Number:</b>            | 309102, 316716                     |
| <b>Faculty/Office:</b>             | Governance                         |
| <b>School/Division:</b>            | University Secretariat             |
| <b>Centre/Section:</b>             | Complaint Resolution Unit          |
| <b>Supervisor Title:</b>           | Manager, Complaint Resolution Unit |
| <b>Supervisor Position Number:</b> | 307415                             |

### Your work area

The Office of the University Secretary is responsible to the University Executive for the oversight and co-ordination of formal governance structures of the University. The University Secretary coordinates decision making within the University to ensure: an effective interface between the Senate, the Executive and the administrative and collegial processes of the University; a streamlined flow of business through the various levels of decision-making; the use of appropriate delegations; and compliance with the University's legislative and reporting obligations to Government.

The University Secretary provides an executive, advisory and consultative service to the Senate, and some of its sub-committees, and an advisory, consultative and quality assurance service to all other University committees, to the Chancellor and Pro-Chancellor, Deans, Chair and Deputy Chair of the Board, senior academics and senior administrators on a wide range of University legislation, policies and procedures.

The Complaint Resolution Unit (CRU) reports to the University Secretary. It is responsible for the strategic management of the following University frameworks:

- a) Complaint resolution;
- b) Student conduct and discipline; and
- c) Fitness for Study (students).

Strategic management includes: regularly monitoring the currency of the policy and procedures associated with the above frameworks and doing so through a consultative process; and identifying opportunities for improvement.

In operationalising the frameworks, the CRU is responsible for undertaking central-level case work and facilitating the handling and resolution of matters relating to the frameworks. The CRU facilitates the investigation of matters and where required undertakes investigations. Advice and support is provided to other stakeholder regarding the frameworks and case work as appropriate.

The CRU develops relevant policy and procedures and provides an advisory service to other sections of the University. Case management includes identification of high risk matters, areas of service improvement, and the development of resources to enhance case management. In areas of non-academic cases, the CRU will investigate or cause to be investigated, allegations of student misconduct.

### Reporting structure

Reports to: Manager, Complaint Resolution Unit

### Your role

As the appointee you will under limited direction, provide direct support to the Manager, Complaint Resolution Unit (CRU) in a number of areas including: case administration, management, and resolution; analysis and reporting on cases; general administration; and project work relating to the frameworks.

You will also provide case support and/or case advice to other stakeholders as appropriate including: local-level staff; senior management; and parties to cases. In addition, you will engage in consultation to identify and develop improvements identified through case work with a particular focus on reducing complaints and improving the student experience.

## **Your key responsibilities**

Monitor and recommend improvements to the following University frameworks (including associated policies and procedures) based on best practice: Complaint Resolution, Student Conduct and Discipline and Fitness for Study (for students)

Participate in stakeholder consultation and maintain engagement with relevant networks to support improvement in the above frameworks

Contribute to the ongoing development of the CRU's case management system to ensure the system's fitness for purpose

Contribute to the analysis of data extracted from the case management system and preparation of reports for the University Executive

Initiate early case resolution where possible and appropriate

Assess and refer cases appropriately, consistent with policy, and under the limited direction of the Manager

Review earlier decisions/actions where appropriate and provide case briefings, including recommendations, to senior management as required

Undertake case investigations as required and report findings to relevant decision makers

Provide case advice and/or case support to other stakeholders as appropriate, including local-level staff and parties to a case

Review and develop case management resources for staff including guides, templates and exemplars based on industry best practice

Deliver case administration training to staff and support the Manager to deliver case resolution and case management training to staff, as directed

Respond to case specific enquiries from key external agencies including the Office of the Ombudsman of Western Australia

Enter and maintain case information in the case management system

Review and maintain the CRU website and SharePoint sites

Contribute to the recruitment and manage any casual staff employed by the CRU, as directed

Other duties as directed

## **Your specific work capabilities (selection criteria)**

Relevant tertiary qualification or demonstrated equivalent competency

Substantial and extensive relevant senior administrative experience at an appropriate level

Case management experience including a strong understanding of effective case management, procedural fairness and conflict resolution

Excellent written and verbal communication skills and high level consultation and negotiation skills

Excellent planning and organisational skills

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email. Preferably in Microsoft, TRIM and Web design and update

Demonstrated ability to review, develop and implement policies, procedures and training materials

Experience in handling confidential and sensitive issues

Substantial knowledge of the university sector, in particular, complaint resolution and related governance and compliance instruments

Ability to work independently, show initiative and work productively as part of a team

## **Special requirements (selection criteria)**

### **Compliance**

Workplace Health & Safety

All supervising staff are required to undertake effective measures to ensure compliance with the Occupational Safety and Health Act 1984 and related University requirements (including Safety, Health and Wellbeing Objectives and Targets).

All staff must comply with requirements of the Occupational Safety and Health Act and all reasonable directives given in relation to health and safety at work, to ensure compliance with University and Legislative health and safety requirements. Details of the safety obligations can be accessed at <http://www.safety.uwa.edu.au>

#### Inclusion & Diversity

All staff members are required to comply with the University's Code of Ethics, Code of Conduct and Inclusion and Diversity principles. Details of the University policies on these can be accessed at <http://www.hr.uwa.edu.au/policies/policies/conduct/code>, <http://www.web.uwa.edu.au/inclusion-diversity>.