

Office of the Ombudsman and Health Complaints Commissioner

Statement of Duties

Title	Intake and Assessment Officer - Right to Information
Number	357218
Award	Tasmanian State Service Award
Classification	General Stream Band 4
Agency	Office of the Ombudsman and Health Complaints Commissioner
Supervisor	Principal Officer Right to Information
Direct Reports	Nil
Location	Hobart
Terms of Employment	Permanent full-time. Some interstate and intrastate travel may be required.

The role

Objective

- To contribute to the efficient operation of Ombudsman Tasmania by providing support in the performance of functions and the discharge of responsibilities of the Ombudsman under the *Right to Information Act 2009*.
- To support a small team in the conduct of reviews of Right to Information (RTI) decisions, the delivery of education and training in relation to the RTI Act to public authorities and other stakeholders, and the development and production of guidelines and a manual.
- To undertake high level administrative functions associated with the Ombudsman's functions.

Major Duties

1. Assist the Ombudsman and Right to Information (RTI) team with the operational aspects of the Ombudsman's obligations under the RTI Act, specifically the external review process.
2. Receive and record RTI applications and provide relevant information and advice to applicants. Correspond and liaise with RTI applicants and public authorities and maintain effective communication with all stakeholders.

3. Assess information from public authorities against relevant provisions of the RTI Act and, where appropriate, formulate draft recommendations resulting from the assessment process.
4. Participate in projects, activities and the provision of RTI training, as requested and generally assist in the delivery of education and training in relation to the RTI Act.
5. Provide thorough and timely advice to public authorities and the public regarding the operation of the RTI Act, including the conduct of external review matters.
6. Actively promote the Office of the Ombudsman across government and the public in the context of Right to Information, explain its goals, policies and services, consistent with the objectives and spirit of the RTI Act.
7. Assist with high level administrative tasks associated with the Ombudsman's functions.

Scope of Work and Responsibility

- The position is responsible for assisting in the delivery of the services by the Office of the Ombudsman which relate to the *Right to Information Act 2009*.
- The position reports to the Principal Officer - Right to Information and operates under broad direction and supervision from him or her. The officer is expected to work in close consultation with the Principal Officer - Right to Information and the Senior Investigation and Review Officer - Right to Information, but also to exercise a high level of initiative, judgement and discretion in a complex environment dealing with sensitive information.

Selection criteria

The following specific selection criteria must be addressed by candidates by describing their: relevant personal and professional skills and abilities; qualifications, training and competencies; past achievements; and potential for development. The position objectives and duties can also be used to assist in addressing the selection criteria.

1. Knowledge and understanding of the *Right to Information Act 2009* or the capacity to quickly acquire that knowledge and understanding. The ability to interpret and apply legislation to identify relevant issues and support decision making.
2. High level written and oral communication skills, including the ability to prepare correspondence to suit a range of audiences and high quality written advice on legal issues.
3. Demonstrated self-management skills, including high level organisational skills and the ability to plan, organise and prioritise workload under pressure to undertake a number of concurrent tasks to tight deadlines with a strong commitment to task completion and results.
4. Well-developed interpersonal skills including the ability to relate to, and liaise with, a wide range of stakeholders and to work cooperatively and effectively as part of a small team with limited supervision.

5. The abilities to: represent and actively promote the Office of the Ombudsman; explain its goals, policies and services in the context of Right to Information; and exercise sound judgement in complex situations consistent with the objectives and spirit of the RTI Act.
6. Commitment to the principles and values underlying human resource management practices within the Department of Justice such as equity, diversity, merit and participation. Flexibility to deal with ambiguity and change and to modify approach to adapt to new situations.

Requirements

Desirable requirements

- Current Tasmanian Working with Vulnerable People Registration (Registration Status - Employment).
- A relevant tertiary qualification.

Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

1. Pre-employment checks
 - Arson and fire setting
 - Violent crimes and crimes against the person
 - Sex-related offences
 - Drug and alcohol related offences
 - Crimes involving dishonesty
 - Crimes involving deception
 - Making false declarations
 - Malicious damage and destruction to property
 - Serious traffic offences
 - Crimes against public order or relating to the Administration of Law and Justice
 - Crimes against Executive or the Legislative Power
 - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
3. Identification check.

Information about the Ombudsman and Health Complaints Commissioner

The Ombudsman is an independent officer appointed under the Ombudsman Act 1978 and answerable to the Parliament. Under the Act, the Ombudsman investigates and resolves complaints related to the administrative actions of State and local government and public

authorities; and works in partnership with those bodies to achieve optimum standards of equity and fairness in public administration.

The Ombudsman also holds appointment as the Health Complaints Commissioner under the Health Complaints Act 1995, and investigates complaints under that Act.

Additional statutory functions fall to the Ombudsman under legislation other than the Ombudsman Act. These include the receipt of complaints under the Energy Ombudsman Act 1998, undertaking reviews under the Right to Information Act 2009 and the Personal Information Protection Act 2004, and a range of functions under the Public Interest Disclosures Act 2002. The Office of the Ombudsman is currently divided into six principal sections: Ombudsman, Right to Information, Health Complaints Commissioner, Energy Ombudsman, Office of the Custodial Inspector Tasmania and Official Visitors Program Tasmania. For more information about the Office of the Ombudsman visit www.ombudsman.tas.gov.au.

Employees of the Office are employed by the Department of Justice under the State Service Act 2000.

Working environment

Employees are required to uphold and comply with the State Service Principles and the Code of Conduct.

The minimum standard of behaviour expected of all Department of Justice employees is to:

- Consider people equally without prejudice or favor.
- Act professionally with honesty, consistency and impartiality.
- Take responsibility for situations, showing leadership and courage.
- Place the public interest over personal interest.
- Appreciate difference and welcome learning from others.
- Uphold the law, institutions of government and democratic principles.
- Communicate intentions clearly and invite teamwork and collaboration.
- Provide transparency to enable public scrutiny.
- Be fiscally responsible and focus on efficient, effective and prudent use of resources.

The Department is committed to high standards of performance in the application of contemporary management practices and principles including workplace health and safety and workplace diversity. The department recognises and uses the diversity of the community it serves. In doing this, it acknowledges the individual differences that can contribute to the capacity of a person to perform the inherent requirements of the duties.

All employees are expected to participate in maintaining safe working conditions and practices and to promote and uphold the principle of fair and equitable access to employment/promotion, personal development and training and the elimination of workplace harassment and discrimination. All employees are responsible for participating actively and constructively in discussions regarding performance and for the implementation of agreed outcomes in accordance with the Performance Management policies and strategies of the Department.