POSITION DESCRIPTION

SENIOR CASE MANAGER

POSITION LEVEL
8

FACULTY/DIVISION
DVC Equity, Diversity & Inclusion

POSITION NUMBER
ADMIN ONLY

ORIGINAL DOCUMENT CREATION
24/08/ 2020

POSITION SUMMARY
The Senior Case Manager plays a key role in managing more serious complaints and allegations across Conduct and Integrity Office (CIO) functions according to the University’s policies and procedures, including complaints and allegations:

- by and about students; and/or
- by members of the public; and/or
- about breaches of the Research Code (including Research Misconduct) and authorship disputes.

The position is notionally assigned to either the Research Integrity Team or Student Conduct and Integrity Team in the CIO, reporting to the respective Team Leader, but may be re-assigned to the other team from time-to-time on a temporarily basis to meet case load demand.

ACCOUNTABILITIES
Specific accountabilities for this role include:

- Sound understanding of, and ability to apply, the University’s Codes of Conduct, policies and procedures related to complaints and allegations of misconduct.

- Case management of complaints and allegations of misconduct, particularly those of a serious nature. This involves collecting and interpreting evidence, interviewing, drafting correspondence, advising stakeholders, recommending outcomes, preparing reports, providing secretariat support for relevant committees, making inquiries, and maintaining up-to-date records and files in relation to each case.

- Interpreting and applying complex policy and procedures in relation to the management and investigation of complaints and allegations of misconduct and ensuring that UNSW meets its obligations under relevant national and international integrity frameworks, funding agreements, laws and regulations.

- Identifying specific or broader organisational issues which may warrant immediate remediation or further review and develop recommendations to address those issues.
• Assist in the review and development of UNSW’s policies and procedures and drafting of feedback on the development and/or review of relevant NSW and Commonwealth legislation relating to complaints and allegations misconduct.

• Coach and assist other CIO staff in best practice case management and in their management of complaints, as needed.

• Provide research-led advice and leadership in designing and implementing programs and initiatives to promote ethical decision making at UNSW.

• Advice and support Faculty, School and Division staff to ensure consistent application of the University’s policies and procedures on managing complaints and allegations of misconduct. This includes developing and delivering training on best practice management of complaints and allegations of misconduct.

• Using superior interpersonal skills to build and maintain effective working relationships with key internal and external stakeholders.

• Proactively advise, influence, and contribute to CIO business planning and objectives.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

SKILLS AND EXPERIENCE

• A relevant tertiary qualification and substantial experience in case management of complex misconduct and/or complaints matters involving multiple stakeholders. Experience working in complex organisations such as tertiary sector, public service, or large corporate organisations would be ideal.

• Demonstrated advanced case management skills, including the proven ability to work in a high volume, process driven administrative environment with multiple deadlines requiring developed organisational skills to prioritise, meet deadlines, work accurately, pay attention to detail, engage multiple stakeholders and keep accurate and contemporaneous records.

• Demonstrated sound judgment and a superior level of emotional intelligence, especially in relation to dealing with sensitive, confidential, and potentially controversial matters with tact, sensitivity, and respect.

• Proven ability to exercise initiative, think conceptually and creatively, and to adopt an active and curiosity-driven forensic approach to problem-solving.

• Demonstrated competence and relevant experience in the analysis and application of regulatory and professional principles, resources and guidelines.

• Detailed knowledge of procedural fairness, the University’s codes, policies and procedures relating to complaints and allegations of misconduct and current national and international research and case findings.

• Advanced competence in analysing, developing and writing reports and correspondence with excellent attention to detail.

• Demonstrated superior advisory, communication, negotiation and interpersonal skills, including the ability to liaise and build professional relationships with a variety of stakeholders and manage multiple stakeholders with often competing perspectives.

• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.