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POSITION DESCRIPTION

Senior Case Manager

Faculty/Division	Division of Planning & Assurance
Classification Level	Professional 8
Hours & Span (Category)	G - Administrative, Clerical, Computing, Professional & Research Staff
Position number	NA
Shiftwork status	NOT SHIFTWORKER
Allowances	NA
On call arrangements	NA
Original document creation	NA

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

- by and about UNSW staff, affiliates, contractors, sub-contractors and volunteers.

The position will be assigned to one of the CIO Teams, reporting administratively to a single Manager, but may be re-assigned to other teams in CIO from time-to-time on a temporary 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.

- Ensure the smooth operation of the team by undertaking relevant administration, as required.

- Engage in prevention and education activities by identifying, organising, and/or delivering prevention and education initiatives, relevant to the team, as required.

- Promote a UNSW culture of ethical decision making by staff and students, within and beyond legal compliance.

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

- Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience

- A relevant tertiary qualification and substantial experience in case management of complex misconduct and/or complaints matters. 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.

- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.

- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position
- Verification of qualifications

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.