

Office of the Health Complaints Commissioner

Statement of Duties

Title	Senior Investigation Officer
Number	355989
Award	Tasmanian State Service Award
Classification	General Stream Band 6
Agency	Office of the Ombudsman and Health Complaints Commissioner
Supervisor	Principal Officer Health Complaints
Direct Reports	Nil
Location	Hobart
Terms of Employment	Fixed term full-time.

The role

Objective

The position is responsible for assisting the Health Complaints Commissioner in the discharge of the Commissioner's responsibilities under the *Health Complaints Act 1995* including:

- assessing and resolving complaints, and undertaking complex investigations, under the Health Complaints Act 1995,
- negotiating appropriate solutions where possible and suggesting ways of improving health services and preserving and increasing health rights.
- providing advice and assistance to health service providers on matters relating to complaint resolution.
- assisting with policy development and enhancing the public profile of the office.
- frequent communication with members of the public and health service providers throughout Tasmania as well as the Australian Health Practitioner Regulation Agency (AHPRA).

Major Duties

1. Assist the Health Complaints Commissioner in the fulfilment of the Commissioner's responsibilities under the *Health Complaints Act 1995*.
2. Receive and assess complaints, including undertaking preliminary enquiries and obtaining information to identify issues that require further investigation or referral, and where appropriate facilitating their early resolution.
3. Facilitate communication between the parties in order to resolve complaints in a timely manner, negotiating appropriate solutions where possible and suggesting ways of improving health services, preserving and increasing health rights.
4. Undertake complex investigations under the Act, and formulate recommendations for improved procedures and practices, including ways of addressing systemic issues.
5. Prepare concise, factual reports and correspondence resulting from the assessment, resolution and investigation process.
6. Liaise, and maintain effective communication, with complainants, relevant health service, providers and agencies including AHPRA, professional registration boards and associations.
7. Assist and provide advice to other officers regarding the resolution, assessment, and investigation of complaints.
8. Undertake research, assist with policy development, and provide advice and assistance to health service providers on matters relating to complaints resolution standards of service delivery and other matters within the general jurisdiction of the *Health Complaints Act 1995*.
9. Assist in enhancing the public profile of the office including developing networks and assisting in the implementation of outreach programs.

Scope of Work and Responsibility

- The incumbent is expected to work under general direction in respect of the assessment, investigation and resolution of complaints. Exercising initiative and discretion is expected, with general supervision from the Principal Officer, Health Complaints.
- Responsible for the effective and efficient delivery of the Health Complaints Commissioner's objectives within allocated resources and agreed timeframes.

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. A sound knowledge of the *Health Complaints Act 1995* and related legislation, or the ability to quickly acquire such knowledge and to interpret and implement relevant legislative provisions.
2. High level analytical, conceptual and research skills, with demonstrated ability to identify issues, gather and evaluate relevant information and exercise sound judgment in devising imaginative and practical solutions and formulating recommendations to address complex and sensitive problems.
3. Highly developed complaint/dispute resolution skills, with the capacity to facilitate the early resolution of complaints in a timely and appropriate manner.
4. Highly developed written and oral communication skills including experience in writing succinct and factual reports and correspondence and the ability to adapt and engage effectively with stakeholders from diverse backgrounds.
5. Excellent interpersonal and conflict management skills with the ability to build and maintain positive working relationships with a range of internal and external stakeholders and to deal with difficult and challenging stakeholders.
6. Proven ability to work collaboratively and effectively as part of a small team with high level self-management skills including the ability to effectively plan, organize and prioritise workload and to work under limited direction with strong commitment to task completion while maintaining attention to detail.

Requirements

Essential requirements

Nil

Desirable requirements

- A relevant tertiary qualification
- A current driver's licence
- Current Tasmanian Working with Vulnerable People Registration (Registration Status - Employment).

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 Health Complaints Commissioner

The Health Complaints Commissioner is an independent officer appointed by the Governor. The Commissioner is also the [State Ombudsman \(external link\)](#). The Commissioner's role is to:

- promote and protect the rights of consumers who use health services
- help resolve problems between consumers and providers of health services

- improve the safety and quality of health services in Tasmania.

We consider complaints from health service consumers about the provision of health services in both the public and private sectors. For further information please visit our [website](#).

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

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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 favour.
- 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.