

# Department of Police, Fire and Emergency Management

## STATEMENT OF DUTIES



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Title	Clerical and Disclosure Support Officer
Position Number	Various
Business Unit	Northern and Western Districts
Branch / Section	Prosecution Services
Location	Launceston, Devonport, Ulverstone, Burnie
Immediate Supervisor	Team Leader, Prosecution Services
Award	Tasmanian State Service Award
Employment Conditions	Full-time, Part-time, Permanent, Fixed-term
Classification	Band 3

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### Focus:

Provide administrative, clerical and keyboard support, including the transcription of audio tapes, to the Officer-in-Charge and police personnel attached to Prosecution Services. Also responsible for the day-to-day coordination of File Disclosure activities.

### Primary Duties:

- Undertake administrative, clerical and data entry including receipting applications and fees where applicable. Apply independent thought and judgement to the assessment of court files and providing responses to solicitors and individuals.
- Undertake the disclosure of prosecution court files. Disclosing of digital evidence, including the downloading and where necessary conversion of such evidence while maintaining confidentiality of highly sensitive information.
- Operation of word processing/computer facilities including the production of Court complaints, summonses and any relevant documentation; general correspondence and reports, both internal and external.
- Prepare routine correspondence and reports for the Officer-in-Charge and maintain the correspondence register.

- Assist in the day-to-day processing of police/court files and with other administrative tasks including providing reception services, liaising with section personnel, court officers and members of the public on a personal basis and by telephone.
- Deal with complex enquiries from members of the public, officers of the courts, including the Office of the Director of Public Prosecutions, the legal fraternity, and members of DPFEM in relation to disclosure within expected timeframes.
- General office duties including maintaining the filing system, attend to e-mails, data entry, scanning and photocopying for staff within the section including any additional duties tasked by the Team Leader.
- Assist the Officer-in-Charge/Team Leader with the training of team members in established clerical and data entry processes and procedures.
- Evaluate and undertake quality control procedures and report on outcomes.

### **Scope of Work:**

Responsible for the completion of tasks and ensuring high level accuracy and the application of appropriate policies, standards, and practices in a complex operational environment. Responsible for the appropriate use of resources and of information accessed in the course of duties.

### **Direction and Supervision:**

Direction is provided by the Officer-in-Charge of the section. Day-to-day supervision and allocation of work are provided by the Team Leader.

The Clerical and Disclosure Support Officer is responsible for administrative and clerical functions based on established practices, procedures, and legislative guidelines.

### **Selection Criteria:**

1. Sound clerical experience and ability to work as a member of a team in an environment subject to work pressures and deadlines.
2. High-level keyboard skills, data entry and word processing skills, including excellent knowledge of desktop applications including spreadsheets, databases, scanning software and video software.
3. A high level of self-motivation and initiative together with well-developed organisational skills, time management and an ability to set priorities and manage variable workloads.
4. Well-developed interpersonal, oral, written communication skills, including the ability to liaise with departmental staff, other jurisdictions, and external clients, particularly in handling sensitive matters in a diplomatic, timely and professional manner.

5. Ability to work as part of a team and ensure that confidentiality is maintained in an environment subject to work pressure and court-imposed deadlines while exercising initiative, judgement and discretion.
6. A willingness and ability to view and manage material, the content of which may be unsavoury or distressing and the ability to manage personal stress levels.

## **Qualifications and Experience:**

### **Desirable:**

Knowledge and expertise consistent with qualifications recognised at Certificate 3 and 4 or equivalent level.

### **Essential requirement:**

### **Pre-Employment Checks**

The Head of the State Service has determined that a person nominated for appointment to this position is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. Any relevant serious criminal offence or repeated serious offences over any period, which are not mitigated by additional information, may provide grounds for declining an application for appointment. Such offences would include, but are not limited to:

- Arson and fire setting;
- Sexual offences;
- Dishonesty (e.g. theft, burglary, breaking and entering, fraud);
- Deception (e.g. obtaining an advantage by deception);
- Making false declarations;
- Violent crimes and crimes against the person;
- Malicious damage and destruction to property
- Trafficking of narcotic substance;
- False alarm raising.

### **Code of Conduct:**

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces, and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

## **Environment and Conditions:**

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000*. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based, however intra-state travel may be required. During emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

Approved

**F Novy**  
MANAGER, EMPLOYMENT ADVISORY SERVICES  
BUSINESS AND EXECUTIVE SERVICES

Date: July 2023