

Position Title	Senior Case Officer
Classification	Level 8
School/Division	Office of the Deputy Vice-Chancellor (Operations)
Centre/Section	Integrity and Standards Unit
Supervisor Title	Head, Integrity and Standards Unit
Supervisor Position Number	SR 307415
Position Number	SR 309102, 316716, 321091

Your work area

The Integrity and Standards Unit (ISU) works collaboratively to support our University community to demonstrate integrity, to meet expected standards of behaviour, and to respond to complaints/reports relating to University activity. Reporting to the Chief Risk Officer, the ISU is responsible for the strategic management of the University's frameworks for complaint resolution, student discipline, and child safety (the **Frameworks**).

Reporting structure

Reports to: Head, Integrity and Standards Unit

Your role

As the appointee you will, under broad direction, provide case management advice and support to senior leaders and staff on the management of complex complaint and student discipline cases. You will also develop and lead complex case management approaches (including risk mitigation) and undertake complaint and student discipline case investigations on behalf of senior staff. In addition, you will provide direct support to the Manager, Integrity and Standards Unit with strategic initiatives as required.

Your key responsibilities

Monitor and recommend improvements to the Frameworks

Undertake case assessment to identify and establish appropriate approaches to cases that includes identification of high risk cases and relevant actions to mitigate risk

Investigate and facilitate the resolution of grievances by providing expert advice to parties to a complaint utilising alternative dispute resolution approaches where appropriate Initiate early complaint case resolution where possible and appropriate

Assess and refer cases appropriately, consistent with policy, under the limited direction of the Manager

Deliver advisory services to leaders and staff on case management

Provide expert advice and practical support to staff, leadership and relevant parties, including members of the public, in case management

Undertake investigations into complex discipline and complaint matters in a highly sensitive environment

Review earlier decisions/actions where appropriate and provide case briefings, including recommendations, to senior management as required

Develop and support staff undertaking case investigations

Undertake case investigations and/or manage external investigations providing industry standard investigation reports to senior staff and where appropriate recommend outcomes

Respond to case specific enquiries from key external agencies (including the Ombudsman of Western Australia)

Review cases under investigations by external agencies including the Ombudsman of Western Australia; where relevant identify issues in case management to senior staff, and prepare and submit University responses

Interpret, apply and advise on relevant legislation, standards, policies and procedures and provide advice and recommendations to ensure compliance

Develop and maintain effective working relationships with stakeholders (including Human Resources, Student Life and Governance) to support the operationalisation of the Frameworks

Identify, recommend and implement improvements to the ISU's practices and workflows, an innovative solution to complex case management

Identify, recommend and develop case management resources for staff including guides, templates and exemplars based on industry best practice

Identify, recommend and implement improvements to the University wide case management system and provide expert advice and support to system users

Contribute to the analysis of data extracted from the case management system and preparation of reports for the University leadership and University committees

Design, deliver and facilitate training and workshops as required to develop staff and leadership capability within the University and provide ongoing support as necessary to support the embedding and uptake of capability

Review and maintain the ISU website and SharePoint sites to ensure the information published is accurate and up-to-date with any changes to policy or regulations and best practice

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant tertiary qualification or demonstrated equivalent competency

Substantial and Extensive relevant practical case management experience at an appropriate level

Demonstrated end-to-end case management experience

Demonstrated experience of leading execution of complex case management including conflict resolution, complaint resolution and disciplinary matters

Demonstrated ability to apply, review and develop policy, procedures and case management resources

Demonstrated experience in handling confidential and sensitive issues

Knowledge of the university sector, in particular, student complaint and discipline governance and compliance requirements

Excellent written, verbal and interpersonal communications skills

Highly developed investigation, consultation, negotiation and advisory skills in a sensitive and complex environment

Excellent planning and organisational skills and demonstrated ability to set priorities and to meet tight deadlines

Proficiency in a range of relevant software applications (i.e. Microsoft Office particularly Word, Excel, PowerPoint, SharePoint and case management systems)

Ability to work independently, show initiative and work cohesively within a team environment

Special requirements (selection criteria)

National Police Check

Working With Children Check

Compliance

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

The University's Code of Conduct [Code of Ethics and Code of Conduct](#)

Inclusion and Diversity web.uwa.edu.au/inclusion-diversity

Safety, health and wellbeing [Safety and Health Policy](#)