

# Office of the Ombudsman and Health Complaints Commissioner

## Statement of Duties

Title	Investigation and Assessment Officer
Number	356408
Award	Tasmanian State Service Award
Classification	General Stream Band 5
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. Some intrastate and interstate travel may be required.

## The role

### Objective

This position contributes to the efficient operation of the Office of the Health Complaints Commissioner by facilitating early resolution of complaints, undertaking preliminary enquiries, managing notifications from AHPRA and assessing and resolving complaints under the *Health Complaints Act 1995*.

### 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 record enquires and complaints and, where appropriate, facilitate quick resolution directly with the service provider.
3. Obtain information and assess complaints to identify issues that require further investigation or referral and facilitate communication between the parties in order to resolve complaints in a timely manner.
4. Undertake investigations into complaints and maintain effective communication with all stakeholders.
5. Liaise with relevant providers, agencies and individuals including AHPRA,

professional registration boards and associations.

6. Prepare concise, factual reports and correspondence resulting from the assessment, resolution and investigation processes, and formulate recommendations for improved procedures and practices, including matters that address systemic issues.

## Scope of Work and Responsibility

- Responsible for the effective and efficient delivery of the Health Complaints Commissioner's objectives within allocated resources and agreed timeframes.
- The position requires frequent communication with members of the public and the ability to maintain a high and respected profile with all relevant stakeholders.
- The incumbent will be responsible for active participation in the achievement of agreed Office objectives.
- The incumbent is expected to work under general direction and supervision from the Principal Officer - Health Complaints.

## 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 and understanding of the role of the Health Complaints Commissioner, the operation of the *Health Complaints Act 1995* and related legislation, or the ability to acquire such knowledge in a short timeframe, with the ability to interpret and apply relevant legislative provisions.
2. Well-developed skills and experience in conducting enquiries and evaluating complaints, with the ability to facilitate their early resolution.
3. Well-developed research and analytical skills, with the ability to identify issues, gather and evaluate relevant information, and to devise practical solutions to problems.
4. Well-developed written and oral communication skills with the ability to prepare succinct and factual reports and correspondence and the ability to adapt and engage effectively with stakeholders from diverse backgrounds.
5. Strong interpersonal and conflict management skills with the ability to build and maintain positive working relationships with a range of internal and external stakeholders and the ability to deal with difficult and challenging stakeholders.
6. Demonstrated self-management skills, including the ability to plan, organise and prioritise workload, and to work under limited direction to task completion.

# Requirements

## Essential requirements

Nil

## Desirable requirements

- Current drivers licence
- Current Tasmanian Working with Vulnerable People Registration (Registration Status - Employment).
- Relevant tertiary qualifications.

## 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

Under the *Health Complaints Act 1995* the Health Complaints Commissioner receives, assesses and resolves complaints about health service providers. The Commissioner works in conjunction with the Australian Health Practitioner Regulation Agency (AHPRA) to improve the standards of health care in public and private health services, and to preserve and increase health rights. For more information about the Office of the Health Complaints Commissioner visit: [www.healthcomplaints.tas.gov.au](http://www.healthcomplaints.tas.gov.au),

The Health Complaints Commissioner also holds an appointment as the Ombudsman under the *Ombudsman Act 1978* and investigates complaints under that Act.

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

## 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.