

Office of the Ombudsman and Health Complaints Commissioner

Statement of Duties

Title	Senior Investigation and Review Officer
Number	357531
Award	Tasmanian State Service Award
Classification	General Stream Band 6
Agency	Office of the Ombudsman and Health Complaints Commissioner
Supervisor	Principal Officer Right to Information
Direct Reports	Nil
Location	Flexible. Remote work considered.
Terms of Employment	Fixed term full time for a period of 6 months. Part time hours considered.

The role

Objective

The position contributes to the efficient operation of the Office of the Ombudsman by assisting in the discharge of the Ombudsman's responsibilities under the *Right to Information Act 2009*.

The Office of the Ombudsman has a historical backlog of external review applications under the *Right to Information Act 2009*, requiring formal written decisions to be made. This position involves the preparation of draft decisions to assist in the discharge of the Ombudsman's responsibilities under the *Right to Information Act 2009* and in particular the reduction of this backlog.

Major Duties

1. Assist the Ombudsman in the fulfillment of the Ombudsman's responsibilities under the *Right to Information Act 2009*.
2. Conduct reviews under the *Right to Information Act 2009*. This will include high level negotiations with senior managers and officials of public authorities.
3. Provide the Ombudsman with high quality advice and support in the fulfillment of the Ombudsman's responsibilities under the *Right to Information Act* and collate and review documents and evidence
4. Prepare written decisions in relation to applications for review of decisions under the *Right to Information Act*, and assist and advise other officers with the preparation of such decisions.

5. Deliver Right to Information training and educational programs, and assist with staff training.
6. 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

- Front-line responsibility for the delivery of the services of the Office which relate to the *Right to Information Act*. Required to exercise a high level of initiative, judgement, and discretion in a complex and politically sensitive environment.
- Operate under general direction from the Ombudsman and the Principal Officer, Ombudsman, exercising personal professional judgment in determining overall strategies, priorities and standards in respect of his or her own work.

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. High level legal skills and experience, including expertise in statutory interpretation, and the ability to carry out complex legal research and provide high quality oral and written advice on complex legal issues.
2. High level strategic, conceptual, analytical and creative skills, including an ability to understand the political, social and organisational environment.
3. High level ability to communicate clearly, both orally and in writing, together with demonstrated negotiation and conflict resolution skills.
4. Demonstrated self-management skills, including organisation skills, flexibility, capacity to deal with pressure, ambiguity and change and the ability to exercise sound judgement in complex situations, to work under pressure with a strong commitment to task completion.
5. The ability to effectively provide training and educational programs on complex topics.

Requirements

Essential requirements

Nil.

Desirable requirements

Current drivers licence.

Information about the Ombudsman and Health Complaints Commissioner

The Ombudsman is an independent officer appointed under the Ombudsman Act 1978 and answerable to the Parliament. Under the Act, the Ombudsman investigates and resolves complaints related to the administrative actions of State and local government and public authorities; and works in partnership with those bodies to achieve optimum standards of equity and fairness in public administration.

The Ombudsman also holds appointment as the Health Complaints Commissioner under the Health Complaints Act 1995, and investigates complaints under that Act.

Additional statutory functions fall to the Ombudsman under legislation other than the Ombudsman Act. These include the receipt of complaints under the Energy Ombudsman Act 1998, undertaking reviews under the Right to Information Act 2009 and the Personal Information Protection Act 2004, and a range of functions under the Public Interest Disclosures Act 2002. The Office of the Ombudsman is currently divided into six principal sections: Ombudsman, Right to Information, Health Complaints Commissioner, Energy Ombudsman, Office of the Custodial Inspector Tasmania and Official Visitors Program Tasmania. For more information about the Office of the Ombudsman visit www.ombudsman.tas.gov.au.

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.