

Office of the Ombudsman and Health Complaints Commissioner

Statement of Duties

Title	Investigation Officer
Number	357223
Award	Tasmanian State Service Award
Classification	General Stream Band 5
Agency	Office of the Ombudsman and Health Complaints Commissioner
Supervisor	Principal Officer Energy
Direct Reports	Nil
Location	Hobart
Terms of Employment	Permanent Part Time. Some intrastate and interstate travel may be required.

The role

Objective

This position contributes to the efficient operation of the Energy Ombudsman jurisdiction of the Office of the Ombudsman and Health Complaints commissioner by facilitating the early resolution of complaints, undertaking inquiries and assisting with investigations.

The position requires frequent communication with members of the public and the ability to maintain a high and respected profile with the energy entities operating in Tasmania. The Investigation Officer may also be required to assist with inquiries and investigations under the *Ombudsman Act 1978*, occasionally.

Major Duties

1. Assist the Ombudsman in the fulfilment of the Ombudsman's responsibilities under the *Energy Ombudsman Act 1998* and other legislation as may be required.
2. Manage and respond to enquiries, principally in relation to the *Energy Ombudsman Act 1998*.
3. Assess and investigate complaints received in the Energy jurisdiction and identify and negotiate appropriate solutions and strategies for resolution.
4. Assist with the formal investigation of complaints and prepare correspondence, case summaries and reports.

5. Formulate and suggest strategies for energy entities to improve procedures and practices, including ways of addressing systemic issues.
6. Undertake research and advise on matters relating to complaints resolution and other matters within the jurisdiction of the *Energy Ombudsman Act 1998*.

Scope of Work and Responsibility

- Responsible for the effective and efficient delivery of the Ombudsman's objectives within allocated resources and agreed timeframes.
- Operates under broad direction from the Principal Officer (Energy), Deputy Ombudsman and the Ombudsman, working with limited supervision and exercising initiative and discretion.

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 role of the Ombudsman and the operation of the *Energy Ombudsman Act 1998* with an understanding of related legislation or the ability to quickly acquire such knowledge and to interpret or apply relevant legislative provisions.
2. Well-developed research, analytical and written skills, with the ability to identify applicable legal frameworks, to gather and evaluate relevant information and to devise imaginative and practical solutions to problems.
3. Well-developed skills in conducting inquiries and evaluating complaints, together with the skills and capacity to facilitate their early resolution.
4. Demonstrated experience in dealing with complex factual scenarios and dealing with sensitive or confidential information.
5. Well-developed interpersonal skills, including effectiveness in written and verbal communication and conflict resolution.
6. Demonstrated self-management skills, including the ability to plan, organise and prioritise workload, and to work under limited direction.

Requirements

Essential requirements

Nil.

Desirable requirements

Relevant tertiary qualifications or experience working in a complaints management environment.
Current Drivers Licence.

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 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.