

Position Title	Case Officer
Classification	Level 6
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 317435, 322354

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, and child safety (the **Frameworks**).

Reporting structure

Reports to: Head, Integrity and Standards Unit
Dotted line reports to: Senior Case Officers

Your role

As the appointee you will, under general direction, undertake case intake/triage and case management utilising the case management system. You will be assisting with complex case management and will use your expertise and judgement to independently analyse and solve problems.

Your key responsibilities

Plan and coordinate the intake and triage process for new cases received triaging them in the case management system and establishing the related document storage including TRIM

Maintain the recording of cases and monitoring timeline compliance

Plan and coordinate a range of administrative functions supporting case management and undertake case management of cases assigned to you

Plan, implement and coordinate administrative functions to support case management including acquiring evidence required by case officers for investigations

Provide assistance to internal clients seeking assistance and act as a key contact point for the University, providing appropriate and timely advice, including referrals as required for complaint and student discipline cases

Plan and coordinate assigned project work as required by the Manager, Integrity and Standards Unit

Other duties as directed

Your specific work capabilities (selection criteria)

Relevant (tertiary) qualification or demonstrated equivalent competency in project and/or case administration

Substantial relevant experience at an appropriate level

Well-developed written and verbal communication skills

Highly developed organisational skills with the demonstrated ability to set priorities and to meet deadlines

Proficiency in a range of computing skills including word processing, spreadsheets, databases, internet and email

Ability to work independently, show initiative, problem solve and work productively as part of a team

Ability to ensure accuracy with attention to detail

Demonstrated capacity to work with highly confidential material

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 hr.uwa.edu.au/policies/policies/conduct/code/conduct

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

Safety, health and wellbeing safety.uwa.edu.au/