

Job Profile

Local Title:	Complaints Resolution Officer (Affirmative Measures – Indigenous)
Classification:	APS Level 4
Job Type:	Ongoing
Salary:	\$65,988 - \$71,645 (plus superannuation)
Position Number:	Several
Location:	Brisbane, QLD; Adelaide, SA; Canberra, ACT; Melbourne, VIC; Sydney, NSW; Perth, WA
Branch:	Complaints Management and Education
Team:	Complaints Resolution Team
Reports to:	Assistant Director, Complaints Resolution Team
Security Clearance:	Ability to obtain and maintain, as a minimum, a Baseline security clearance

Affirmative Measure Opportunity – This vacancy is open only to Aboriginal and/or Torres Strait Islander persons

About the Office

The purpose of the Office of the Commonwealth Ombudsman (the Office) is to:

- provide assurance that the Australian Government entities and prescribed private sector organisations that the Office oversees, act with integrity and treat people fairly, and
- influence enduring systematic improvement in public administration in Australia and the Pacific region.

The Office ensures administrative action by Australian Government agencies is fair and accountable by handling complaints, conducting investigations, performing audits and inspections, encouraging good administration and undertaking other specialist functions. The Office influences improvement in public administration in the region through collaboration with partner agencies.

The Commonwealth Ombudsman performs the following specialist roles:

- Defence Force Ombudsman
- Postal Industry Ombudsman

- Overseas Students Ombudsman
- Private Health Insurance Ombudsman
- Immigration Ombudsman
- Law Enforcement Ombudsman
- VET Students Loans Ombudsman.

The Commonwealth Ombudsman is also the ACT Ombudsman.

Further information about the Office is available at ombudsman.gov.au.

Overview

Complaints Resolution Officers assess and impartially resolve complaints about Commonwealth agencies received by the Office of the Commonwealth Ombudsman (the Office).

To be successful in this position you will draw on your experience considering complex circumstances in an administrative decision making context. You will also draw on your experience dealing directly with clients and/or complainants using a wide range of communications channels.

The role includes:

- dealing with members of the public over the phone, in person and in writing. This includes members of the public who present to our office with vulnerabilities
- utilising IT systems and your research skills to assess complaints and make decisions and/or recommendations on how to resolve the complaint
- utilising caseload management strategies to proactively manage your complaint workload.

Strong communication skills and a strong team work ethic are essential qualities required for this position. You are expected to be an active member of the wider team and branch, as well as managing your complaint workload. This means you may be required to contribute to reports, projects, presentations and other administrative work of the Office as required and contribute to the development, achievement and continuous improvement of team objectives and plans.

Duties

Duties are to be performed under broad direction from an Assistant Director, Complaints Resolution Team with support from an APS6 Team Leader, and in accordance with the APS Code of Conduct, upholding the APS Values and upholding the office values of independence, impartiality, integrity, accessibility and professionalism. In doing this you will support the office through:

- assessing and analysing complaints received with a view to deciding the appropriate resolution actions
 - Providing, both verbally and in writing, clear and accurate advice to complainants, and internal and external stakeholders
 - communicating effectively with people from a wide range of backgrounds
 - managing own work responsibilities, including exercising judgment in a timely and efficient manner, seeking advice, escalating complex matters appropriately and proactively managing your complaint workload
 - working effectively and cooperatively as a member of a team, including assisting with quality assurance, and participating in corporate activities and project work.
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Our ideal candidate

The successful candidate will have experience in an administrative decision making, complaints management, complex customer service or legal work.

You should:

- have a strong analytical skills in assessing complex information
- have experience in working with clients or complainants in the direct delivery of services
- be a confident and highly effective verbal and written communicator
- have experience making decisions on claims, applications, resolving complaints or similar regulatory decision work
- have experience managing an independent workload and adhering to timeframes
- at all times demonstrate professionalism and impartiality.

A qualification and/or experience in law, complex customer service, undertaking assessments/ administrative decision making or resolving complaints would be highly regarded.

RecruitAbility

RecruitAbility applies to this vacancy. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the vacancy if you choose to apply and opt in to the scheme; declare you have a disability; and meet the minimum requirements for the position. For more information refer to **Attachment A**.

Eligibility

Affirmative measure

The filling of these vacancies is intended to constitute an affirmative measure under subsection 8(1) of the Racial Discrimination Act 1975. Eligible applicants are persons:

- of Aboriginal and/or Torres Strait Islander descent
- who identify as Aboriginal and/or Torres Strait Islander
- who are accepted by their community as being Aboriginal and/or Torres Strait Islander.

Applicants who are shortlisted for interview will be required to provide evidence to confirm that they are Aboriginal and/or Torres Strait Islander.

Acceptable evidence includes:

- a letter signed and executed by the Chairperson of an incorporated Aboriginal or Torres Strait Islander organisation confirming that they are recognised as an Aboriginal or Torres Strait Islander person
- a confirmation of Aboriginal or Torres Strait Islander descent form executed by an Aboriginal or Torres Strait Islander organisation.

Security clearance

- The successful candidate must have the ability to obtain and maintain, as a minimum, a Baseline security clearance.

Contacts

Contact officer for additional information: Dana Nipperess, Ph 02 6276 0120

Applications should be sent via email to: recruitment.twentyfour@ombudsman.gov.au

Closing Date

Applications close at **11:59pm AEDST on Wednesday 21 October 2020**

Include with your application:

- [Application cover sheet](#)
- A one page pitch describing your suitability to the position, ensuring that you include specific examples of your skills and experience in accordance with the APS work level standards as relevant to the job advertised and the qualities referenced in our ideal candidate information. Please limit your response to **700** words
- A current Resume, including contact details for two referees



Attachment A

RecruitAbility Scheme

The Office of the Commonwealth Ombudsman is committed to supporting the employment and career development of people with disability. Our participation in the APS RecruitAbility scheme means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into the scheme and meet the minimum requirements for the vacancy.

How do I opt into the RecruitAbility scheme?

You will be asked to indicate if you wish to opt into the RecruitAbility scheme under the 'RecruitAbility' heading on the [Job Application Cover Sheet](#). You must tick the 'opt in' box to participate in the scheme. Simply declaring that you have a disability will not automatically include you in the scheme.

Reasonable adjustments

We provide reasonable adjustments such as access, equipment or other practical support at relevant stages of the recruitment process. Please ask us if you need any adjustments made.

Details about the RecruitAbility scheme can be found at the Australian Public Service Commission's website (<http://www.apsc.gov.au/publications-and-media/current-publications/recruitability-applicants-guide>).

What do we mean by disability?

For the purposes of the scheme, 'disability' is based on the Australian Bureau of Statistics definition and is a current limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities. This includes:

- loss of sight (not corrected by glasses or contact lenses)
- loss of hearing where communication is restricted, or, an aid to assist with or substitute for hearing is used
- speech difficulties
- shortness of breath or breathing difficulties causing restriction
- chronic or recurrent pain or discomfort causing restriction
- blackouts, fits, or loss of consciousness
- difficulty learning or understanding
- incomplete use of arms or fingers
- difficulty gripping or holding things
- incomplete use of feet or legs
- nervous or emotional condition causing restriction

- restriction in physical activities or in doing physical work
- disfigurement or deformity
- mental illness or condition requiring help or supervision
- long-term effects of head injury, stroke or other brain damage causing restriction
- receiving treatment or medication for any other long-term conditions or ailments and still restricted
- any other long-term conditions resulting in a restriction.

The two parts of the definition are the presence of a limitation, restriction or impairment which restricts everyday activities; and the expected longevity of the condition (6 months or more). This also includes episodic conditions if they are likely to recur.

You do not need to provide evidence of your disability to opt into the scheme, but you are making a declaration to the APS that you meet the definition.