

Role Description

Investigation 7/8

Cluster/Agency	Ageing and Disability Commission
Division/Branch/Unit	tbc
Location	tbc
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing
ANZSCO Code	tbc
Role Number	tbc
PCAT Code	tbc
Date of Approval	tbc
Agency Website	

Agency Vision

Our vision is to better protect adults with disability and older people from abuse, neglect and exploitation in home and community settings.

Primary purpose of the role

Investigate allegations of abuse, neglect and exploitation in home and community settings against adults with disability and older people.

Key accountabilities

- Undertake the end to end investigation process, analysis and assessment of allegations of abuse, neglect and exploitation in home and community settings against adults with disability and older people.
- Work within statutory and legislative requirements and policies to determine the appropriate course of action for investigations. Ensure processes, including interviews are conducted in a thorough, ethical and professional manner.
- Maintain transparent records of all work undertaken on the case management system, ensuring accuracy and relevance of data, to assist in the monitoring and evaluating of a unit's processes and performance indicators and in the required reporting for overseeing statutory bodies.
- Provide thorough advice and recommendations to management following the investigation, analysis and assessment of allegations of abuse, neglect and exploitation in home and community settings against adults with disability and older people. This includes input into changes to procedure and/or policy that address potential systemic issues and themes identified as a result of the investigations.
- Contribute to the development and implementation of a framework to manage allegations of abuse, neglect and exploitation in home and community settings against adults with disability and older people.
- Deliver on assigned projects and processes within agreed upon deadlines and quality standards.
- Support and contribute to work planning and resource alignment as well as provide feedback on work undertaken within the unit.
- Liaise and work across government and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.

Key challenges

- Ensuring sensitive conduct related matters are managed consistently with the legislative framework in a high volume work environment.
- Interpreting and analysing evidence to determine findings in relation to alleged abuse, neglect and exploitation.

Key relationships




Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Report directly to manager • Seek direction, advice and support • Provide information and feedback
Team Members	<ul style="list-style-type: none"> • Provide information and advice • Provide an effective and valuable two way liaison • Enable mutual continued development
External	
Non-government Organisations	<ul style="list-style-type: none"> • Engage with service providers
Community	<ul style="list-style-type: none"> • Engage with service providers and client groups

Capabilities for the role


The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> Perform basic research and analysis which others will use to inform project directions Understand project goals, steps to be undertaken and expected outcomes Prepare accurate documentation to support cost or resource estimates Participate and contribute to reviews of progress, outcomes and future improvements Identify and escalate any possible variance from project plans

Supplementary Material
Investigation Officer Grade 7/8
Fulltime Ongoing
(Location) TBA

Ageing and Disability Commission

Purpose

The establishment of the Ageing and Disability Commission is to better protect adults with disability and older people from abuse, neglect and exploitation in home and community settings.

The NSW Government takes its responsibility to safeguard the most vulnerable members of our community seriously. Unfortunately, people with disability and older people can be more vulnerable to abuse, neglect and exploitation. A number of reviews and inquiries have highlighted opportunities for the NSW Government to do more to address this issue. These include the recent Parliamentary Inquiry report into the implementation of the National Disability Insurance Scheme (NDIS) and provision of disability services, the Ombudsman's recent report *Abuse and neglect of vulnerable adults in NSW – the need for action*, the Law Reform Commission's Review of the Guardianship Act 1987 and the 2016 Parliamentary Inquiry into Elder Abuse. The establishment of the Ageing and Disability Commission will address the concerns raised in these reports, by strengthening the government's ability to respond to abuse, neglect and exploitation of adults with disability and older people in home and community settings.

The main role of the Commission will be to:

- investigate allegations of abuse, neglect and exploitation of adults with disability and older people in home and community settings
- provide support to vulnerable adults and their families or carers following an investigation
- report and make recommendations to government on systemic issues related to abuse, neglect and exploitation
- raise community awareness of abuse, neglect and exploitation, including how to prevent, identify and respond to matters
- administer the Official Community Visitors program, in relation to disability services and assisted boarding houses.

What The Ageing and Disability Commission are looking for in the Investigation Officer Role

Role dimensions

Decision making

The role

- works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.
- maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.
- responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.

- ensures recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.
- as necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

Reporting line

Operations Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Tertiary qualifications and/or demonstrated equivalent industry or professional experience in relevant area.

Current NSW Driver's licence.

Appointments are subject to reference checks. Roles will require the following checks/ clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014