

Role Description

Resolution Officer

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|---------------------------|--|
| Cluster | Separate Agency |
| Agency | Health Care Complaints Commission |
| Division/Branch/Unit | Assessments & Resolution |
| Location | Sydney |
| Classification/Grade/Band | Clerk Grade 7/8 |
| ANZSCO Code | 272613 |
| PCAT Code | 1119192 |
| Date of Approval | 05 March 2015 |
| Agency Website | www.hccc.nsw.gov.au |

Agency overview

The Health Care Complaints Commission (HCCC) is an independent statutory body set up under the Health Care Complaints Act 1993. The Commission has a unique role and plays a central part in maintaining the integrity of the NSW health system, with the overarching consideration of protecting the health and safety of individuals and the community.

The work of the Commission is a key element of the NSW Government's priority to improve health service delivery in NSW. The Commission's focus is much broader than public hospitals – it deals with the full spectrum of health services, including private hospitals, imaging and radiation services, medical centres, general practitioners and all registered and non-registered providers and allied health services.

The Commission is guided by the need for a system of complaints handling which is primarily customer focused, accessible, responsive, transparent and accountable.

Primary purpose of the role

The primary purpose of the role is to provide assistance to complaint stakeholders to resolve outstanding issues relating to their complaint. The Resolution Officer also is responsible for staffing the Commission's inquiry service, conducting reviews of assessment decisions, delivering presentations and networking extensively.

Key accountabilities

- Provide accurate and appropriate information, advice, resolution strategies and referral options to callers and record inquiries.
- Conduct timely reviews of assessment decisions taking into account all new and relevant information and provide recommendations to the Commission.
- Develop, organize and present workshops and seminars to health services and health consumers to promote the work of the Commission and to network extensively with advocacy groups, consumer groups and health service providers.

- Plan and facilitate an impartial and timely process which provides an opportunity for the resolution of complaints.

Key challenges

- The ability to engage complaint stakeholders while remaining objective and impartial and displaying empathy.
- The ability to balance priorities and manage a high volume workload which has a high level of emotional content, within legislative timeframes.
- Maintain an up to date knowledge of the health system in New South Wales.

Key relationships

| Who | Why |
|---|---|
| Internal | |
| Commission Staff; Panel of Conciliators; Senior Communications Officer | <ul style="list-style-type: none"> • Resolution Officers interact with other Commission staff including: managers, assessment officers, investigation officers, internal medical and nursing advisors and legal officers and have regular contact with other team members and the Manager of the Resolution Service for consultation, support and mentoring. • To assist with planning, developing and delivery of presentations. |
| External | |
| Public and private health sectors; Directors and staff of Clinical Governance Units, General Managers, Area Directors, senior clinicians and other health and allied health professionals; Non government organisations, government departments and other stakeholder organisations | <ul style="list-style-type: none"> • To facilitate interagency and cooperation and the necessary exchange of information pursuant to the Commission's legislation. |

Role dimensions

Decision making

Decisions regarding the priority of work to ensure the timely and effective management of complaints. Independent decision making and sound judgment regarding the resolution of complaints and responses to inquiries. Managing and prioritizing workload.

Reporting line

The role reports directly to the Manager, Resolution Service.

Direct reports

Nil direct reports.

Essential requirements





The HCCC has a unique and critical part to play in maintaining the integrity of the NSW health system. As such, it is an essential requirement that all prospective employees are able to carry out their duties in an honest and consistent way, with uncompromising adherence to strong moral and ethical principles and values.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

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 | Intermediate |
| | Value Diversity | Intermediate |
|  Relationships | Communicate Effectively | Intermediate |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Adept |
| | Influence and Negotiate | Adept |
|  Results | Deliver Results | Intermediate |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Intermediate |
| | Demonstrate Accountability | Foundational |
|  Business Enablers | Finance | Foundational |
| | Technology | Foundational |
| | Procurement and Contract Management | Foundational |
| | Project Management | Foundational |

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 |
| Personal Attributes Manage Self | Intermediate | <ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult |
| Relationships Communicate Effectively | Intermediate | <ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly |
| 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 • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work |
| Relationships Influence and Negotiate | Adept | <ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|--|
| | | <ul style="list-style-type: none"> • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict |
| Results Deliver Results | Intermediate | <ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required |
| Results Plan and Prioritise | Intermediate | <ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments |
| 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 | Foundational | <ul style="list-style-type: none"> • Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules |