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| --- | --- |
| **Cluster** | Premier and Cabinet |
| **Agency** | Law Enforcement Conduct Commission |
| **Division/Team** | Assessments |
| **Grade** | Clerk Grade 5/6  |
| **ANZSCO Code** | 599599 |
| **PCAT Code** | 1339192 |
| **Date of Approval** | February 2022 |

Agency overview

The Law Enforcement Conduct Commission (LECC) is an independent body exercising royal commission powers to detect, investigate and expose serious misconduct within the NSW Police Force and the NSW Crime Commission.  The LECC also independently monitors and reviews the investigation of complaints by the NSW Police Force and the NSW Crime Commission about the conduct of their officers.  In doing so the LECC recognises the primary responsibility of those agencies to investigate and prevent officer misconduct and corruption within those agencies, while providing for oversight of those functions.

The LECC works collaboratively with the NSW Police Force and the NSW Crime Commission to educate and promote the prevention and elimination of officer misconduct, particularly through the identification of systemic issues that are likely to be conducive to the occurrence of officer misconduct and corruption.  The LECC also undertakes independent, real time monitoring of critical incident investigations undertaken by the NSW Police Force, and can make reports on the conduct of critical incident investigations by the NSW Police Force.

The LECC plays a key role in strengthening the integrity of law enforcement in NSW.

Primary purpose of the role

The **Oversight Division** specifically provides for independent monitoring and review (including where necessary real time monitoring and review) of the investigation by the NSW Police Force of misconduct matters concerning the conduct of its members and of critical incidents.

The Assessments Team sits within the Oversight Division where its primary function is to receive, assess and manage complaints regarding misconduct by NSW Police Force and NSW Crime Commission officers.

The Assessment Officer provides complaint advice to complainants, assesses and manages telephone complaints, written complaints (misconduct matters) and reports received by LECC. This role also undertakes projects and research tasks related to the Assessments Team functions.

The Assessment Officer provides wide ranging assistance and advice to other LECC officers regarding complaint assessments and complaint handling. This often requires the interrogation of a range of databases, analysis of complaint data and liaison with colleagues.

# Key accountabilities

* Provide accurate and informed advice over the phone to complainants regarding their complaint or misconduct information, including how the complaints framework in NSW works, and, the most appropriate process for their complaint to be dealt with.
* Effectively and respectfully manage unreasonable complainant conduct, including distressed and agitated behaviors displayed by complainants, in line with relevant LECC policies.
* Keep accurate records on the LECC complaints management information system of interactions with complainants and advice provided to complainants.
* Appropriately acknowledge and triage complaints made to the LECC, identifying any high priority complaints requiring urgent attention.
* Provide timely and accurate assessments of complaint and misconduct information, with clear written recommendations that are supported by available evidence and made in accordance with relevant policies and procedures.
* Interrogate LECC, NSWPF and other databases to support the LECC’s functions with regard to the assessment and management of complaints.
* Maintain accurate and up to date records on computerised records management systems.
* Prepare correspondence communicating decisions made by the LECC regarding complaints or matters assessed.
* Be accountable and proactive for your own caseload and be alert to risks that might impact the assessment of a complaint.

Key challenges

* Being able to understand and assess the quality and content of the information provided in complaints against the LECC's complaints criteria.
* Locate information from a wide range of databases and other sources and determine which information is relevant.
* Accurately analyse allegations in a complaint and identify potential police misconduct.
* In a high volume environment, make independent and accurate recommendations for how complaints should be dealt with including reference to appropriate legislation, policies, guidelines or directives.
* Effectively manage complainants over the phone who display distressed, agitated or unreasonable complainant conduct and maintain accurate records of interactions.
* Efficiently multitask between different Assessment tasks with competing priorities.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Team Leader Assessments | * Progress of day to day work Assessing complaints and decisions arising
* Issues arising out of day to day work
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| Director, Oversight | * Complex issues arising out of day to day work
* Progress of day to day work Assessing complaints and decisions arising
 |
| Other Assessment team members | * Share complaints related information
* Provide and receive advice and support
 |
| Other LECC colleagues | * Provide advice and recommendations relating to complaints received
 |
| **External** |  |
| Members of the Public | * Receiving complaints
* Explaining complaints process
 |
| Other like Agencies (ICAC) | * Complaint and research related purposes
* Share and exchange information
 |
| NSW Police | * Review response to LECC recommendations
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# Role dimensions

## Decision making

* Makes day to day decisions about work priorities and workload management.
* Refers matters that may substantially alter outcomes, timeframes or costs to more senior officers.
* Responsible for the quality and integrity of advice and report content provided to senior officers and interested parties.
* Exercises sound judgement at all times.

## Reporting line

This positions reports to the Team Leader Assessments.

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

* Proven research skills and proven capacity to access and interrogate database information systems
* Excellent interpersonal, negotiation, oral and written communication skills and telephone skills.
* Excellent telephone manner and the proven ability to convey information over the telephone with clarity and patience.
* Proven ability to work under pressure and meet deadlines with limited supervision
* A probity assessment to establish reliability, trustworthiness, integrity and suitability of employment. In addition, LECC officers are also required to obtain and retain a commonwealth security clearance. The Assessment Officer requires a security clearance at the Baseline level. The LECC will facilitate the process to obtain this clearance level for the role holder within six months of appointment.

# 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](http://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** |
|  | Display Resilience and Courage | Adept |
| **Act with Integrity** | **Intermediate** |
| Manage Self | Intermediate |
| Value Diversity | Intermediate |
|  | **Communicate Effectively** | **Adept** |
| Commit to Customer Service | Intermediate |
| **Work Collaboratively** | **Intermediate** |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Intermediate |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Intermediate** |
| **Demonstrate Accountability** | **Intermediate** |
|  | Finance | Foundational |
| **Technology** | **Intermediate** |
| 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**Act with Integrity | Intermediate | * Represent the organisation in an honest, ethical and professional way
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 |
| **Relationships**CommunicateEffectively | Adept | Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences |
| **Relationships**Work Collaboratively | Intermediate | * Build a supportive and cooperative team environment
* Share information and learning across teams
* Acknowledge outcomes that were achieved by effective collaboration
* Engage other teams and units to share information and jointly solve issues and problems
* Support others in challenging situations
* Use collaboration tools, including digital technologies, to work with others
 |
| **Results**Think and Solve Problems | Intermediate | Identify the facts and type of data needed to understand a problem or explore an opportunity Research and analyse information to make recommendations based on relevant evidence Identify issues that may hinder the completion of tasks and find appropriate solutions Be willing to seek input from others and share own ideas to achieve best outcomes Generate ideas and identify ways to improve systems and processes to meet user needs |
| **Results**Demonstrate Accountability | Intermediate | * Be proactive in taking responsibility and being accountable for own actions
* Understand delegations and act within authority levels
* Identify and follow safe work practices, and be vigilant about own and others’ application of these practices
* Be aware of risks and act on or escalate risks, as appropriate
* Use financial and other resources responsibly
 |
| **Business Enablers**Technology | Intermediate | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
* Use available technology to improve individual performance and effectiveness
* Make effective use of records, information and knowledge management functions and systems
* Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
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