Role Description
Resolution Officer

Agency	Health Care Complaints Commission
Division/Branch/Unit	Resolution & Customer Engagement
Role Number	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	272613
PCAT Code	1119192
Date of Approval	February 2023 Updated
Agency Website	https://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 Resolution Officer role is to impartially assist both complainants and health care providers to resolve outstanding issues raised in their complaint. This includes:

- Fostering a shared understanding of what has occurred,
- Providing an avenue to rebuild therapeutic trust and confidence and identifying opportunities for improvements in health service delivery.

Key accountabilities

- Responsible for engaging with health services and consumers to promote the role of the Commission and best practice complaints management.
- Plan and facilitate an impartial and timely process which provides an opportunity for the resolution of complaints.
- 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.
- As required provide support to other Divisional functions including from time to time conducting timely reviews of assessment decisions taking into account all new and relevant information and provide recommendations to the Commission.

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 caseload within legislative timeframes.
- Maintain an up to date knowledge of the health system in New South Wales.

Key relationships

Who	Why
Internal	
Commission Staff; Stakeholder and Engagement Officer; and Panel of Conciliators;	• Resolution Officers interact with other Commission staff including: managers, assessment officers, investigation officers, internal medical 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, Hospital and LHD Executives, senior clinicians and other health and allied health professionals; Government departments, Non-government organisations, and other stakeholder organisations.	• To facilitate interagency cooperation and the necessary exchange of information pursuant to the Commission's legislation.

Role dimensions

Decision making

The role operates with autonomy in determining day to day work priorities within the context of an agreed work plan and in making associated decisions.

Decisions on complex issues or those with significant impact are referred for assisted resolution

Independent decision making and sound judgment regarding the resolution of complaints.

Reporting line

The role reports directly to the Manager, Resolution Service.

Direct reports

Nil direct reports.

Essential requirements

- High-level written and verbal communication skills, able to clearly explain and present ideas and arguments, and provide appropriate information and advice.
- Strong interpersonal skills, able to develop rapport and maintain effective relationships with clients from varied backgrounds and experiences who may be angry, frustrated and distressed while managing their expectations.
- Apply a range of appropriate dispute resolution (ADR) and negotiation techniques to resolve complaints impartially and sensitively in a timely fashion.
- Analyse complex information and exercise sound judgment including identifying and escalating any ongoing risks to public health and safety.
- A strong communicator able to network extensively and deliver presentations to health services, health consumers and advocacy groups to promote the work of the Commission.
- 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 describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes **Display Resilience and Courage**	Adept	• 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	• 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

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Personal Attributes **Manage Self**	Intermediate	• 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	• 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	• 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	• 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 • 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	• 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	• 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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Results **Think and Solve Problems**	Intermediate	• 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	• 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

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities. Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

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**

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