

Role Description

Assessment Officer

Cluster	Separate Agency
Agency	Health Care Complaints Commission (HCCC)
Division/Branch/Unit	Assessments & Resolutions
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 5/6
Role Number	29796
ANZSCO Code	272613
PCAT Code	1119192
Date of Approval	04 May 2017

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

1. Assess, manage and prepare assessment plans for all complaints received;
2. Provide information to complaint stakeholders about the Commission and the assessment progress;
3. Seek responses and other relevant information and medical records, critically analyzing material gathered, prepare briefs, make a recommendation regarding the appropriate decision to manage the expectations of the stakeholders;
4. Assist with the Inquiry Service when directed.

Key accountabilities

Under its legislation, the Commission must assess all complaints it receives within 60 calendar days and provide the parties with written reasons for the decision within 14 days of the decision or consult date.

Assessment Officers:

1. Provide a responsive complaint handling service which is timely and transparent and meets the Commission's legislative requirements;
2. Assist the stakeholders to understand the assessment process and the Commission's assessment decision;
3. Liaise with the stakeholders to promote early resolution of complaints;
4. Critically analyse information collected to determine further lines of enquiry that would assist with the assessment of the complaint. Assessment Officers assess the value of the information collected;
5. Preparing written briefs that accurately and impartially summarise the complaint, the information collected and recommend an appropriate decision;
6. Prepare reasons for the Commission's decisions and provide written advice for reasons for the decision;
7. Providing assistance to the Commission's investigative work.

Key challenges

1. The Assessment Officer must have the ability to engage complaint stakeholders while remaining objective and impartial;
2. The Assessment Officer must have the ability to manage a high volume workload within legislated time frames;
3. The Assessment Officer must analyse and interpret information regarding complaints;
4. The Assessment Officer needs to have sound judgment and the ability to assess the risk each complaint poses.

Key relationships

Who	Why
Internal	
Complaint Assessment Committee	<ul style="list-style-type: none">• Assessment Officers attend and actively participate in the Commission's Complaint Assessment Committee meetings that are held twice weekly.
Resolution team	<ul style="list-style-type: none">• Advice on matters for resolution and the Commission's Inquiry Service
Investigation Division	<ul style="list-style-type: none">• Liaise with investigations team regarding current matters sent for investigations, and occasionally to assist the investigation officer in taking statements.
External	
Professional Councils	<ul style="list-style-type: none">• The Assessment Officer liaises with practitioners, health service providers, Professional Councils and complainants to provide advice and to seek information.
Members of the Public	<ul style="list-style-type: none">• The Assessment Officers work on the Commission's Inquiry service occasionally and deals directly with complainants.

Who	Why
Local Health Districts, registered and unregistered health providers and other government departments	<ul style="list-style-type: none"> To facilitate inter-agency and cooperation and the necessary exchange of information pursuant to the Commission's legislation.
Australian Health Practitioner Regulation Agency	

Role dimensions

Decision making

1. Assessment Officers make decisions regarding the priority of their work to ensure the timely and effective management of complaints.
2. Assessment Officers make decisions regarding the extent to which each complaint they manage should be pursued. This is achieved through the development of an individualized complaint assessment plan.
3. Assessment Officers make recommendations regarding complaints to the Complaints Assessment Committee.

Reporting line

This role reports directly to the Senior Assessment Officer.

Direct reports

This role has no 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

This role also utilises an occupation specific capability set which contains information from the Skills Framework for Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

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	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	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 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Maintain own motivation when tasks become difficult • 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 Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
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 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 Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology