

Role Description

Senior Review Officer



Agency	Health Care Complaints Commission (HCCC)
Division/Branch/Unit	Resolution and Customer Engagement
Role number	38725
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	224412
PCAT Code	1119192
Date of Approval	21 July 2021
Agency Website	http://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 New South Wales 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 New South Wales. The Commission's complaints, investigations and prosecutions are across a 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 Senior Review Officer has carriage of Reviews that are complex, multi-faceted, high risk and typically of significant public interest. The role is expected to provide support and guidance to the Review Officer in their management of matters and support the Case Review Lead in the implementation of improvements to case management processes to improve efficiency and effectiveness.

Key accountabilities

- Manage a complex and varied case load in a high volume work setting within set timeframes.
- Work with complainants to understand their complaints and the basis for the review request, and to explain the review process.
- Ensure systematic and focused analysis of the initial case assessment and undertake additional actions as required to arrive at recommended action.
- Critically analyse material gathered, prepare review briefs and review decision letters for approval
- Liaise with other officers in the Commission as necessary in the review process.
- Deliver well considered and clear review outcome recommendations and supporting documentation
- Manage unreasonable complainant conduct appropriately as well as the sensitivities evident in a review.
- Mentor and support the development of the Review Officer, including advising on caseload management strategies, options for addressing difficulties in managing a Review and maintaining high quality and timely briefs and outcome letters.
- Assist the Case Review Lead with the delivery of developmental projects such as development of Reviews masterclasses to build knowledge and capability on key areas of complaints management practice.
- Provide feedback to the Case Review Lead on patterns and themes in reviews, to help guide their decision making and communication on potential improvements in assessment practices and processes that would assist to improve the complaints experience for customers and avoid increases in reviews.
- Support the Case Review Lead and Director in delivery of their operational functions, with the ability to deputise for the Case Review Lead where necessary.

Key challenges

- The number of requests for Reviews is unpredictable and susceptible to fluctuations - there are currently around 550 per year but they do not come at an even rate. Adeptness in managing a constant and fluctuating caseload is therefore essential.
- The review process, including the existing triage and case management practices needs to be refined to ensure timeliness and quality. The Senior Review Officer will be central to implementing necessary changes.
- These matters are inherently difficult as the person seeking the review will, by definition, be dissatisfied with either the outcome or the process of managing the complaint – or both. Many sensitivities in a review and need to be navigated and as this will require a commitment to a high level of interaction with the parties to the complaint.

Key relationships

Who	Why
Internal	
Case Review Lead	<ul style="list-style-type: none">• Position Reports directly to the Case Review Lead to receive instruction, guidance and direction• Escalate issues, keep informed and advise• Advise on status of Reviews matters
Review Officer	<ul style="list-style-type: none">• Provide mentoring and support to the Review officer and provide guidance and advice on matters.

Who	Why
Other Commission staff	<ul style="list-style-type: none"> • Understanding what has happened in an assessment matter and the basis for decisions and actions will require good communication with assessment and inquiries staff in particular. • Consideration of outcomes will also require consultation with others. • Some matters will need to be referred back for consultation with the relevant professional council – which needs to occur through formal channels. • There will be instances where additional input from Clinical Advisors will be required.
External	
Professional Councils, Local Health Districts, registered and unregistered health providers and other government departments	<ul style="list-style-type: none"> • To facilitate interagency cooperation and the necessary exchange of information pursuant to the Commission's legislation.
Complainants	<ul style="list-style-type: none"> • Communicate with complainants to understand the nature of their review and what can and cannot be achieved in a review process. • Update them on progress and maintain good communication • Be prepared to discuss the outcome of the review with them.
Providers	<ul style="list-style-type: none"> • May need to reconnect with them in the review process

Role dimensions

Decision making

The Senior Review Officer is required to exercise sound judgement and within an individual review to make a appropriate decisions on outcomes.

Reporting line

Reports directly to the Case Review Lead.

Direct reports

There are no direct reports.

Budget/Expenditure

Nil

Key knowledge and experience

- Ability to analyse and identify key issues on complex matters
- Demonstrated capability to make well justified and reasoned recommendations for decision makers.
- Excellent writing skills – good plain English communicators
- Advanced interpersonal skills and customer engagement skills (to talk to complainants)

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 HCCC and public sector values.

Capabilities for the role

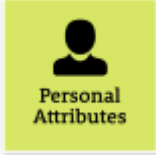
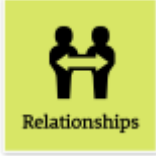
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback and advice Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately Raise and work through challenging issues and seek alternatives Remain composed and calm under pressure and in challenging situations 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<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 Stay motivated when tasks become difficult 	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> 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 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> 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 	
	<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience Ensure systems are in place to capture customer service insights to improve services Initiate and develop partnerships with customers to define and evaluate service performance outcomes Promote and manage alliances within the organisation and across the public, private and community sectors Liaise with senior stakeholders on key issues and provide expert and influential advice Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches Ensure that the organisation's systems, processes, policies and programs respond to customer needs 	Advanced
	<p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work Initiate, prioritise, consult on and develop team and unit goals, strategies and plans Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses Ensure current work plans and activities support and are consistent with organisational change initiatives Evaluate outcomes and adjust future plans accordingly 	Adept
	<p>Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> Be proactive in taking responsibility and being accountable for own actions Understand delegations and act within authority levels 	Intermediate

FOCUS CAPABILITIES

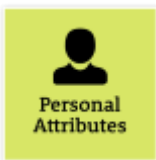


Capability group/sets	Capability name	Behavioural indicators	Level
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Identify and follow safe work practices, and be vigilant about own and others' application of these practices Be aware of risks and act on or escalate risks, as appropriate Use financial and other resources responsibly 	Intermediate
		<ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates Contribute to reviews of progress, outcomes and future improvements Identify and escalate possible variances from project plans 	

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.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational