

Role Description

Investigation Officer

Agency	Health Care Complaints Commission (HCCC)
Division/Branch/Unit	Investigations
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	224900
PCAT Code	1119192
Date of Approval	26 June 2017
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 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 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 conduct investigations effectively and efficiently in accordance with relevant legislation and Commission policies and procedures.

Key accountabilities

- Manage a caseload of investigation files within set timeframes.
- Conduct face-to-face interviews with parties to a complaint in a professional manner and prepare witness statements.
- Provide regular reports and advice to the Investigation Manager and Director Investigations on the status of investigations and on the requirement to review, assess and/or reassess matters.
- Prepare briefs of evidence relating to matters detected during Commission investigations in accordance with the requirements of the Commission and prepare formal Commission notices.
- Maintain effective working relationships with complainants, health practitioners and health organisations through effective liaison and consultation. Maintain effective working relationships with colleagues.

Key challenges

- Managing investigation caseload effectively and continually prioritising work to ensure investigations are completed in a timely fashion and that all appropriate avenues of enquiry have been investigated.
- Liaising regularly with external parties and representing the Commission in a professionally at all times including difficult situations where the Investigation Officer may experience some pressure from parties to the complaint.
- Communicating sensitively and professionally with complainants who have experienced extremely difficult situations such as the death of a close family member or where they have experienced a significant loss of their health.

Key relationships

Who	Why
Internal	
Investigations Manager and Director	<ul style="list-style-type: none">• The investigation officer has regular contact with their manager, director, the and other relevant staff within the Division over the planning, management and conduct of investigations.
Legal Officer, Commissioner, Assessment team, Medical and Nursing Advisors	<ul style="list-style-type: none">• Investigators have contact with employees in the Complaints Assessment Team and the Legal Officer in the exchange of information and the provision of advice relating to investigations and the preparation of briefs for prosecution purposes.
External	
Professional Councils, Local Health Districts, registered and unregistered health providers and other government departments	<ul style="list-style-type: none">• The investigation officer liaises with practitioners, health service providers, Professional Councils and complainants to provide advice and seek information.
Australian Health Practitioner Regulation Authority (AHPRA)	<ul style="list-style-type: none">• To facilitate inter-agency cooperation and the necessary exchange of information to meet the Commission's legislative requirements.

Role dimensions

Decision making

Investigation Officers identify on the most appropriate evidence sources and strategies to obtain evidence during investigations. Investigation Officers establish their work and caseload priorities and decide what course of action to undertake when proceeding with an investigation. Investigators formulate appropriate recommendations and exercise sound judgement and decision making when making recommendations in consultation with Investigation Managers and the Director of Investigations. Investigation officers use continuous judgment when assessing the evidence as it is obtained ensuring all complaint stakeholders are kept up to date regarding risk.

Reporting line

This role reports directly to the Manager, Investigations

Direct reports

N/A

Budget/Expenditure

N/A

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	Intermediate
	Act with Integrity	Intermediate
	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	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	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 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	Adept	<ul style="list-style-type: none"> 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
Results Deliver Results	Adept	<ul style="list-style-type: none"> Take responsibility for delivering on intended outcomes Make sure team/unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new business needs Ensure financial implications of changed priorities are explicit and budgeted for Use own expertise and seek others' expertise to achieve work outcomes
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that actions of self and others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others Conduct and report on quality control audits Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Make effective use of records, information and knowledge management functions and systems• Understand and comply with information and communications security and acceptable use policies• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies