

Position description



Title:	Investigations Officer
Business Unit:	Quality and Risk Strategy and Engagement
Location:	Level 6, 250 Victoria Parade East Melbourne Vic
Employment type:	Ongoing Full time
Reports to:	Senior Manager Quality

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

Position purpose

The Investigations Officer is a key and active participant of the Quality team. The goal of the function is to provide reporting to the Senior Manager Quality, and to ensure thorough adverse event investigations are undertaken and realistic findings/recommendations are made with relation to allegations and for continuous improvement. The Investigations Officer will ensure standards are adhered to within appropriate investigation timelines and in accordance with leading practice standards.

Scope

Budget:	Nil
People:	Nil

Relationships

Internal:	<ul style="list-style-type: none">Executive Leadership team and senior management teamQuality Business PartnersPeople and Culture Business Partners
External	<ul style="list-style-type: none">Commission for Children and Young PeopleDisability Services Commissioner staffOther funding and regulatory body staff as required

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Date Approved: January 2019		Next Review Date: January 2020

Key responsibility areas

Functional

- Following the receipt of an adverse event, ensure an investigation is conducted in accordance with Uniting's Incident reporting and management policy
- Ensure current understanding and adherence to standards in the conduct of investigations in accordance with legislation, regulation and standards
- Ensure all staff are well supported in the high-level investigation process conducted in a professional manner
- Following investigation, prepare comprehensive reports, providing clear and concise conclusions, recommendations and feedback in line with guidelines
- Produce findings based on the investigation and generate realistic recommendations for the continuous improvement of any impacts on Uniting's processes, procedures and policies and to respond to allegations reportable under legislation.
- Provide a regular report to the Senior Manager Quality on the findings and recommendations of investigations affecting Uniting and including the identification of systemic issues
- Complete external reporting as required within timeframes
- Ensure relevant internal investigation policies and procedures comply with industry standards, industrial, regulatory and legal requirements
- Be aware of Uniting's business objectives and promote continual improvement, innovation and leading practice approach with consistency
- Build and maintain strong relationships with key stakeholder groups and other internal business units regarding the investigation process.
- Build and maintain productive working relationships across Uniting and partner agencies in a multi-disciplinary environment
- Undertake project work as required
- Other duties as directed by the Senior Manager Quality, consistent with the above duties and responsibilities.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Person specification

Qualifications

- Degree qualification in Law, Community Services or a related discipline
- Certificate IV Investigator Training

Experience

- Substantial investigative experience, critical analysis and interviewing within the community services sector
- Significant experience with engagement, collaboration and negotiation with senior stakeholders
- Demonstrated understanding of the Reportable Conduct Scheme, Child Safe Standards and requirements of the Disability Worker Exclusion Scheme
- Demonstrated experience in incident review and delivery of quality outcomes within a continuous improvement framework
- Sound knowledge and experience in MS Project, Smartsheet or MS Office

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Stakeholder management:** ability to understand, relate to and manage diverse and stakeholder needs
- **Influence and negotiation:** Ability to give and gain cooperation at all levels.
- **Problem solving:** proven high level of analysis and complex problem solving.
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment.
- **Communication:** Outstanding verbal and written communication, ability to relate meaningfully to people at all levels and ability to explain complex technical matters clearly and succinctly. Ability to filter and distil relevant information to the right audience

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) *prior* to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Employee

Name:

Signature:

Date:

Manager

Name:

Signature:

Date: