



## JOB & PERSON SPECIFICATION

Position Title: Complaint Resolution Officer Agency: Department of Health - HCSCC

Classification Code: AS05-AS06

Branch: Office of the Health & Community  
Services Complaints Commissioner  
(HCSCC)

Type of Appointment: Ongoing

Position number:  
H00015/H00016/H00017/H00399  
Position Created: August 2005  
Revised: January 2009

**Job & Person Specification Approval**  
Leena Sudano Commissioner

### JOB SPECIFICATION

#### 1. Summary of the broad purpose of the position in relation to HCSCC goals:

Working with limited or board direction from the Manager, Complaint Resolution Service, the Complaint Resolution Officer will be responsible for:

- providing an impartial, effective complaint resolution service to service users, carers and service providers
- building the capacity of service users, carers and service providers to resolve complaints directly
- improving the HCSCC complaint management model, including conciliation and investigation.

in accordance with the *Health and Community Services Complaints Act 2004* (H&CSC Act)

#### 2. Reporting/Working Relationships

The Complaint Resolution Officer:

- reports to the Manager, Complaint Resolution Service
- works closely with other Complaint Resolution Officers & HCSCC staff.

#### 3. Special Conditions

The Complaint Resolution Officer will be required to:

- maintain confidentiality - H&CSC Act section 75
- comply with the Code of Fair Information Practice
- enter into an annual performance agreement
- travel in South Australia, with occasional overnight stays

- have a current driver's licence & be willing to drive to undertake HCSCC business
- undergo police check clearance before confirmation of employment
- uphold the values of the Department of Health as reflected in the Strategic Plan
- may be assigned elsewhere within the Department subject to relevant provisions of the PSM Act.

The Complaint Resolution Officer may also be required to:

- work outside office hours
- participate in HCSCC promotional activities
- travel interstate.

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#### **4. Statement of Key Activities & Outcomes**

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4.1 Provide an impartial, effective complaint resolution service to service users, carers and service providers through the HCSCC Enquiry Service and individual complaint case management

- assess, refer, facilitate & manage simple, priority and complex enquiries and complaints in accordance with the H&CSC Act
- accurate and timely data entry into ProActive complaint database and hard copy files
- comply with agreed referral protocols, policies and procedures
- contribute to the evaluation of the HCSCC complaint resolution service
- contribute to reports and case studies about complaint trends & systemic issues highlighted by complaints.

4.2 Build the capacity of service users, carers and service providers to resolve complaints directly:

- develop and evaluate information about good practice complaint handling for designated issues, people with special needs and other audiences
- develop, provide & evaluate training and mentoring about complaint handling

4.3 Improve the HCSCC complaint management model, including conciliation and investigation:

- implement and evaluate designated elements of the HCSCC complaint management model
- conciliate and investigate complaints in accordance with the H&CSC Act, as delegated.

4.4 Undertake research on designated issues and prepare reports

4.5 Promote the principles of the Charter of Health & Community Service Rights (H&CSC Act section 22) & once developed, the Charter

4.6 Contribute to the promotion and implementation of the General Public Sector Management Aims, Personnel Management Standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements.

4.7 Other duties as directed by the Commissioner.

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**Approved by Line Manager:** \_\_\_\_\_

/ 0 / 2010

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Acknowledged by Occupant: \_\_\_\_\_

/ 0 / 2010

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## **PERSON SPECIFICATION**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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#### **Educational/Vocational Qualifications**

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- None specified
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#### **Personal Abilities/Aptitudes/Skills**

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- self aware, self managing, flexible and resilient
  - excellent communication, interpersonal, team work and leadership skills that foster the cooperation and support of diverse people
  - problem solving skills
  - word processing skills with Microsoft Office applications, including Outlook, Word and Power Point
  - plain English writing skills
  - presentation skills to a wide range of people
  - ability to acquire knowledge and learn new skills quickly
  - ability to contribute to continuous service improvement
  - commitment to the principles and practice of good customer service, equal employment opportunity and occupational health, safety and welfare.
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#### **Experience**

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- effective dispute resolution with diverse parties
  - perform well with limited direction, in a systematic, thorough and accurate manner, under pressure
  - develop and maintain a network of contacts with a range of key people
  - develop and implement service improvement initiatives with diverse people
  - project management
  - workplace training.
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#### **Knowledge**

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- H&CSC Act 2004
  - Australian Standard ISO 10002-2006 Customer Satisfaction Guidelines for complaints handling on organisations
  - ACSQH Better Practice Guidelines on Complaints Management for Health Care Services.
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### **DESIRABLE CHARACTERISTICS**

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#### **Educational/Vocational Qualifications**

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- tertiary qualification relevant to human services or dispute resolution
- training in participative dispute resolution
- LEADR mediator accreditation or advanced mediator accreditation, or equivalent
- Workplace Training Certificate IV or equivalent.

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**Personal Abilities/Aptitudes/Skills**

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- managing aggressive, abusive or unusually persistent behaviour
  - competence in the use of a case management database
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**Experience**

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- complaint resolution within health &/or community services involving complex and sensitive situations
  - providing training &/or mentoring in dispute or complaint resolution
  - working with people with a mental illness
  - outreach services to people belonging to special needs groups - H&CSC Act section 9(2) & (3)
  - developing & maintaining a network of contacts with a range of key people in health & community services.
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**Knowledge**

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- H&CSC Act complaints handling - Parts 4, 5, 6 & 7
  - ACSQH *Wrongs into Rights* project 2002-2004
  - Australian Standard 4608-2004 Dispute Management Systems
  - knowledge of public, private & NGO health and community services sectors
  - knowledge of quality, safety, effective governance and continuous improvement in health and community services.
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**COMMITMENT TO WORKPLACE VALUES**

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The Department of Health values have an influence on the people we employ.

Every organisation has values that govern the way people are treated and the way decisions are made. The Department's Strategic Plan identifies the values that guide our behaviours. These behaviours apply to all employees and govern the way people in the organisation are treated, the way decisions are made and how we provide our services.

These values are used in day-to-day communication and interaction between all employees and are linked to the whole of government Code of Ethics, performance development, job and person specifications and Department of Health employment conditions.

Department of Health Organisational Values are:

**Honesty**

We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the department and with our consumers and partners by: saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.

**Respect**

We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the department and with our consumers and partners by: treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback.

## Integrity

We show integrity by honouring our values and the rules of our department, government and nation. This is shown in our dealings within the department and with our consumers and partners by: doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.

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I \_\_\_\_\_ have the ability and commitment to behave consistently with the stated values of the Department of Health.

\_\_\_\_\_/ /2010

Signature

Please complete and return attached to your application to the nominated person