



POSITION DESCRIPTION

Classification:	APS 5, APS6
Job Titles:	Complaints Officer
Group:	Complaints Resolution Group
Location:	Sydney, Melbourne, Brisbane, Adelaide, Perth, Canberra, Hobart
Status:	Non-ongoing
Reporting to:	Complaints Manager

The Aged Care Quality and Safety Commission is seeking to fill full-time Non-ongoing Complaints Officer positions in Sydney, Melbourne, Brisbane, Adelaide, Perth, Canberra and Hobart.

Complaints Officers work with people receiving services, their representatives and service providers to resolve concerns and make positive improvements for people receiving aged care using a range of complaint resolution techniques including early resolution, service provider resolution, conciliation and investigation.

The Aged Care Quality and Safety Commission (the Commission) formed on 1 January 2019. Our role is to protect and enhance the safety, health, well-being and quality of life of people receiving aged care. These roles will support the complaints handling function of the Commission and come with an attractive salary and superannuation package.

Key Duties and Accountabilities of a Complaints Officer:

- Working with complainants, people receiving care and approved providers to identify concerns and develop options to achieve resolution;
- Managing calls in a telephone intake setting, which can include handling difficult conversations;
- Identifying, escalating and managing risks;
- Ensuring accurate recording of information;
- Using a range of complaint resolution techniques including early resolution, service provider resolution, conciliation and investigation;
- Preparing detailed reports, correspondence and recommendations;
- Developing positive and collaborative working relationships with team members and internal and external stakeholders;
- Contributing to the priorities of a team and effectively managing individual caseloads.

Key Capabilities

- Demonstrated analytical and problem-solving skills, including the ability to assess and manage risk, work within legislative requirements, make impartial recommendations and to use specialist advice



when needed;

- Excellent written communication skills including the ability to write comprehensive evidence-based recommendations and reasons for decisions;
- Strong customer outcomes focus, confidence and resilience in liaising with internal and external stakeholders in relation to contentious matters;
- Capacity to work in a busy environment with demonstrated skills in time management, working with competing priorities and ability to prioritise and manage a case load;
- Demonstrated ability to work effectively and collaboratively as part of a team to achieve positive outcomes and a positive workplace culture;
- Experience in aged care or clinical experience is highly desirable but not mandatory as we have a well-developed orientation program to support the right people to excel in this role.

Eligibility:

Only candidates who hold an Australian citizenship can apply. Refer to the Department of Immigration and Border Protection website www.border.gov.au for further information. Appointment is conditional on successfully completing a national police check.

The Commission encourages people with the following backgrounds and experience to apply:

- Health professionals, particularly those with an understanding of the aged care operational environment;
- Aged care professionals with experience in home care, community care and residential care;
- Human service managers, e.g. disability services, indigenous services, services delivered to culturally and linguistically diverse consumers.

Salary:

These roles are classified as APS5 or APS6 and as such the range of salary will commence at \$73,057 up to a maximum of \$92,265.. In addition, 15.4% superannuation will be paid.

Diversity:

The diversity of our staff is very important to us. We welcome and actively encourage applications from people with disability and people with culturally and linguistically diverse backgrounds. We welcome and actively encourage applications from Aboriginal and Torres Strait Islander people.

Further Information:

The Aged Care Quality and Safety Commission formed on 1 January 2019. Further information about the Commission can be found at www.agedcarequality.gov.au

Capabilities for the role: The APS ILS Framework applies to this position.

Capability Summary APS 5



Capability	Description	Behaviour Indicators
Supports Strategic Direction		
Supports Shared purpose and direction	Understands and supports the organisation's vision, mission and business objectives. Identifies the relationship between organisational goals and operational tasks. Communicates with others regarding the purpose of their work. Understands and communicates the reasons for decisions and recommendations to others.	<p>Communicates with others regarding the purpose of their work; identifies the relationship between organisational goals and operational tasks.</p> <ul style="list-style-type: none"> -Understands and supports the organisation's vision, mission and business objectives. -Understands and communicates the reasons for decisions and recommendations to others
Thinks strategically	Understands the work environment and contributes to the development of plans, strategies and team goals. Identifies broader influences that may impact on the team's work objectives. Demonstrates an awareness of the implications of issues for own work and work area.	<p>Demonstrates an awareness of the implications of issues for own work and work area.</p> <ul style="list-style-type: none"> -Thinks about the future and considers implications of own work. -Understands the strategic objectives of the organisation; identifies broader influences that may impact on achievement of work objectives; contributes to the development of plans, strategies and team goals.
	Harnesses Information and Opportunities	Draws on information from diverse sources and uses experience to analyse what information is important and how it should be used. Maintains an awareness of the organisation and keeps self and others well informed on issues that may affect work progress.
	Shows Judgement, Intelligence and commonsense	Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Identifies problems and works to resolve them. Thinks laterally, identifies and implements improved work practices.
Achieves Results		
	Identifies and uses resources wisely	Reviews project performance and identifies opportunities for improvement. Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes. Is responsive to changes in requirements.
	Applies and builds professional expertise	Values specialist expertise and capitalises on the knowledge and skills of others within the organisation. Contributes own expertise to achieve outcomes for the business unit.
	Responds positively to change	Establishes clear plans and timeframes for project implementation. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and encourages cooperation in coping with change.
	Takes responsibility for managing work projects to achieve results	Sees projects through to completion. Monitors project progress and manages priorities. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction.



Supports productive working relationships	Nurtures internal and external relationships	Builds and sustains positive relationships with team members, stakeholders and clients. Is responsive to changes in client and stakeholder needs and expectations.
	Listens to, understands and recognises the needs of others	Actively listens to staff, colleagues, clients and stakeholders. Involves others and recognises their contributions. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.
	Values, individual differences and diversity	Recognises the positive benefits that can be gained from diversity, and explores diverse views. Recognises the different working styles of individuals, and factors this into the management of people and tasks. Tries to see things from different perspectives. Treats people with respect and courtesy.
	Shares learning and supports others	Identifies learning opportunities for others and delegates tasks effectively. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Provides constructive feedback. Recognises and notes under-performance where appropriate.
Displays personal drive and Integrity	Demonstrates public service professionalism and probity	Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in internal forums.
	Engages with risk and shows personal courage	Provides impartial and forthright advice. Justifies own position when challenged. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.
	Commits to action	Takes personal responsibility for meeting objectives and progressing work. Shows initiative and does what is required. Commits energy and drive to see that goals are achieved.
	Promotes and adopts a positive and balanced approach to work	Persists with, and focuses on achieving, objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner.
	Demonstrates self-awareness and a commitment to personal development	Seeks feedback from others. Communicates areas of strengths and acknowledges development needs. Reflects on own behaviour and recognises the impact on others. Shows commitment to learning and self-development.
Communicates with influence	Communicates clearly	Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.
	Listens, understands and adapts to audience	Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and



		checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger.
	Negotiates confidently	Approaches negotiations with a clear understanding of key issues. Understands the desired outcomes. Identifies relevant stakeholders' expectations and concerns. Discusses issues credibly and thoughtfully. Encourages the support of relevant stakeholders.

Capabilities for the role: The APS ILS Framework applies to this position.

Capability Summary APS 6

Capability	Description	Behaviour Indicators
Supports Strategic Direction	Supports Shared purpose and direction	Understands, supports and promotes the organisation's vision, mission, and business objectives. Identifies the relationship between organisational goals and operational tasks. Clearly communicates goals and objectives to others. Understands, supports and communicates the reasons for decisions and recommendations.
	Thinks strategically	Understands the work environment and initiates and develops team goals, strategies and work plans. Identifies broader factors, trends and influences that may impact on the team's work objectives. Considers the ramifications of issues and longer-term impact of own work and work area.
	Harnesses Information and Opportunities	Gathers and investigates information from diverse sources and explores new ideas and different viewpoints. Uses experience to analyse what information is important and how it should be used. Maintains an awareness of the organisation and keeps self and others well informed on work issues and finds out about best practice approaches.
	Shows Judgement, Intelligence and common sense	Undertakes objective, systematic analysis and draws accurate conclusions based on evidence. Recognises the links between interconnected issues. Identifies problems and works to resolve them. Thinks laterally, identifies, implements and promotes improved work practices.
Achieves Results	Identifies and uses resources wisely	Reviews project performance and identifies opportunities for improvement. Makes effective use of individual and team capabilities and negotiates responsibility for work outcomes. Is responsive to changes in requirements.
	Applies and builds professional expertise	Values specialist expertise and capitalises



		on the knowledge and skills of others within the organisation. Contributes own expertise to achieve outcomes for the business unit.
	Responds positively to change	Establishes clear plans and timeframes for project implementation. Responds in a positive and flexible manner to change and uncertainty. Shares information with others and assists them to adapt.
	Takes responsibility for managing work projects to achieve results	Sees projects through to completion. Monitors project progress and adjusts plans as required. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction.
Supports productive working relationships	Nurtures internal and external relationships	Builds and sustains positive relationships with team members, stakeholders and clients. Proactively offers assistance for a mutually beneficial relationship. Anticipates and is responsive to client and stakeholder needs and expectations.
	Listens to, understands and recognises the needs of others	Actively listens to staff, colleagues, clients and stakeholders. Involves others and recognises their contributions. Consults and shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member.
	Values, individual differences and diversity	Recognises the positive benefits that can be gained from diversity. Encourages the exploration of diverse views and harnesses the benefits of such views. Recognises the different working styles of individuals, and factors this into the management of people and tasks. Tries to see things from different perspectives. Treats people with respect and courtesy.
	Shares learning and supports others	Identifies learning opportunities for others and delegates tasks effectively. Agrees clear performance standards and gives timely praise and recognition. Makes time for people and offers full support when required. Provides constructive and regular feedback. Deals with under-performance promptly.
Displays personal drive and Integrity	Demonstrates public service professionalism and probity	Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the organisation in internal forums.
	Engages with risk and shows personal courage	Provides impartial and forthright advice. Challenges issues constructively and justifies own position when challenged. Acknowledges mistakes and learns from



		them, and seeks guidance and advice when required.
	Commits to action	Takes personal responsibility for meeting objectives and progressing work. Shows initiative and does what is required. Commits energy and drive to see that goals are achieved.
	Promotes and adopts a positive and balanced approach to work	Persists with, and focuses on achieving, objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner.
	Demonstrates self-awareness and a commitment to personal development	Self-evaluates performance and seeks feedback from others. Communicates areas of strengths and acknowledges development needs. Reflects on own behaviour and recognises the impact on others. Shows commitment to learning and self-development.
Communicates with influence	Communicates clearly	Confidently presents messages in a clear, concise and articulate manner. Focuses on key points and uses appropriate, unambiguous language. Selects the most appropriate medium for conveying information and structures written and oral communication to ensure clarity.
	Listens, understands and adapts to audience	Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger.
	Negotiates confidently	Approaches negotiations with a clear understanding of key issues. Understands the desired outcomes. Anticipates and identifies relevant stakeholders' expectations and concerns. Discusses issues credibly and thoughtfully and presents persuasive counter-arguments. Encourages the support of relevant stakeholders.