



Job Pack

APS6 Senior Investigator - Enforcement



Classification	APS6
Job Title:	Senior Investigator - Enforcement
Group:	Quality Assessment and Monitoring Group - Worker Regulation & Incident Investigations Team (WRIIT)
Office Locations:	Sydney (Parramatta) NSW, Canberra ACT, Brisbane QLD, Perth WA, Melbourne (City or Box Hill) VIC, Adelaide SA
Salary Range:	\$92,970 - \$104,883
Status:	Ongoing
Employment Type:	Full-time
Reporting To:	EL1 – Assistant Director

Our role

We are the national end-to-end regulator of aged care services and are focused on delivering a world class sector that safeguards the welfare and rights of consumers. We are invested in engagement and education to:

- build confidence and trust in aged care
- empower consumers
- support providers to comply with quality and prudential standards
- promote best practice service provision.

Our responsibilities

We independently accredit, assess, and monitor aged care services subsidised by the Australian Government.



We also undertake activities:

- to protect and enhance the safety, health, well-being and quality of life of aged care consumers; and
- to ensure compliance with
 - the aged care responsibilities of approved providers; and
 - provisions of the *Aged Care Quality and Safety Commission Act 2018* (ACQSC Act) and the *Aged Care Act 1997* (*Aged Care Act*).

Where we identify non-compliance we take compliance or enforcement action underpinned by the [Compliance and Enforcement Policy](#)

The opportunity

The Quality Assessment and Monitoring Group is responsible for the effective delivery of quality assessment and monitoring of approved provider compliance with the Aged Care Quality Standards, undertaking accreditation and reaccreditation audits of residential aged care services, and completion of Quality Reviews of Home Services and flexible aged care services.

The group also performs enforcement functions, investigating approved provider, governing persons and aged care worker compliance with the code of conduct and other criminal and civil penalty provisions under the legislation.

As a Senior Investigator within the enforcement function, you will:

- Plan, participate in, and lead investigations into non-compliance with provisions of the Aged Care Act and the ACQSC Act.
 - Investigations will include reviewing and analysing information and documents; interviewing staff, consumers, their representatives, and other relevant persons; observations on site, underpinned by the Australian Government Investigation Standards.
 - Investigative activities will be completed using regulatory powers outlined in the ACQSC Act, the Aged Care Quality and Safety Commission Rules 2018 (Commission Rules) and the *Regulatory Powers (Standard Provisions) Act 2014* (Regulatory Powers Act).
- Collect, secure and manage confidential information and evidential material gathered during investigations.
- Produce high quality investigation reports to help guide regulatory responses.
- Work collaboratively with legal officers and other advisors in the development of enforcement responses and briefs of evidence.





- Prepare briefs of evidence to support administrative action, civil proceedings and criminal prosecutions.
- Work collaboratively with other agencies or authorities and where appropriate refer matters to them under the relevant jurisdictional law.
- Participate in the delivery of education opportunities to inform and educate aged care providers and clients and the public about the Commissioner's functions and the requirements of relevant legislation and rules.
- Provide coaching, mentoring and guidance to other Commission staff and contribute to a learning culture where expertise can be appropriately shared.
- Adhere to the APS Values and Code of Conduct.

Our ideal candidate

Our ideal candidates will demonstrate their capability to:

- Understand and comply with legislation underpinning Commission activities.
- Demonstrate a broad understanding of contemporary regulatory processes, practices, and experience in leading and undertaking investigations.
- Apply investigation skills including the ability to exercise regulatory powers (including the obtaining and executing of monitoring and investigation warrants), identify non-compliance, and gather, analyse, and present evidence.
- Develop sound working relationships to understand consumer risk and escalate issues accordingly.
- Apply attention to detail, and demonstrate strong written and verbal communication skills, and adept time management skills, including the ability to produce quality written reports.
- Identify and progress appropriate enforcement remedies (including the making of banning orders, issuing of infringement notices and the case presentation for the commencement of civil penalty applications and/or briefs of evidence to the Commonwealth Director of Public Prosecutions (CDPP).
- Apply interpersonal and communication skills and establish and maintain professional relationships with key external stakeholders.
- Make sound judgements based on thorough research, problem solving, innovation and evidence-based practice, to achieve the objectives of the Commission.
- Work collaboratively with others to focussing on the operational priorities and strategic direction of the Commission.
- Respond positively to change and take responsibility for managing work projects to achieve results.
- Maintain personal resilience and wellbeing, and work flexibly in a changing environment





Mandatory qualification:

- Certificate IV in Government (Investigations) or equivalent

What does employment at the Commission offer?

Roles at the Commission provide the opportunity to contribute to building a world's best practice regulator of aged care services. We have a highly skilled staff of complaints officers, compliance officers, quality assessors, general administration officers, ICT developers, educators, executives, finance, and human resources officers.

We operate in an environment where community consultation and teamwork skills are highly valued, and where staff members have a range of opportunities to extend their capabilities.

Employees at the Commission join one of Australia's biggest employers, the Australian Public Service (APS), and enjoy the benefits of these conditions. We also share the values and commitments of APS, including impartiality, commitment to service, accountability, respect, fostering a workplace culture that builds respect, fosters inclusiveness, and promotes diversity.

Generous employment conditions, underpinned by our enterprise agreement, are offered.

Competitive salaries, super and allowances

- competitive salaries across levels
- 15.4% employer contribution to Superannuation
- salary bands that recognise the skills of clinical and legal specialists
- allowances for workplace responsibilities such as first aid and harassment contact officers
- salary packaging.

Generous leave conditions

- Annual leave – 4 weeks per year
- Paid personal/carers leave – 18 days per year
- Parental and maternity leave
- Leave to support staff experiencing domestic violence
- Cultural leave for Aboriginal and/or Torres Strait Islander staff
- Community service leave for volunteer emergency management activities and jury duty





A workplace focused on employee health and wellbeing

The Aged Care Quality and Safety Commission is committed to continuous improvement and providing mobility opportunities to support the development of transferable skills and capabilities across the Commission.

- Flexible working arrangements including flex time, part-time work options, and additional purchased leave
- Active support in balancing work and personal life through a generous application of work from home arrangements for all staff.
- Free influenza vaccines for all staff.

A focus on learning and development to support a capable and flexible workforce

- Individual development plans
- Access to study assistance
- e-learning and online learning resources
- On the job training and coaching for specialist roles
- Mobility opportunities across the Commission to support the development of transferable skills and capabilities.

Eligibility

To be eligible for these positions you must be an Australian citizen. Successful candidates will be assessed through our pre-employment screening checks, such as an Australian Criminal History Check.

Apply

Submit an online application through Commission Careers by **11:59pm AEDT on Sunday, 19 May 2024.**

As part of your application, you will need to provide:

- Your resume (normally three pages maximum)
- A 'one page pitch' telling us how your skills, knowledge, experience, and qualifications make you the best person for the job and to perform at the relevant classification level.

You are encouraged to refer to 'The Opportunity' and 'Our Ideal Candidate' sections of this position, and the APSC's **Cracking the Code** to assist you in drafting your one page pitch.





Aboriginal and Torres Strait Islander Staff

The Commission recognises the richness of Aboriginal and Torres Strait Islander cultures, and the unique knowledge Aboriginal and Torres Strait Islander employees bring to our workplace, policy development and service delivery. We welcome and actively encourage applications from Aboriginal and Torres Strait Islander people in line with our commitments in our Reconciliation Action Plan and support Indigenous staff through our active Indigenous Staff Network.

Candidate Guide

In addition to filling various current vacancies, please be advised this recruitment activity will establish a merit pool. A merit pool is a group of suitable candidates following a competitive selection process. Hiring Managers can access this merit pool to fill vacancies if/ when they arise within 18 months of the original vacancy date. Further information on APS merit pools can be found on the **APSC website**.

Application Stage	Timeframe
Applications close Sunday 19 May 2024	
The panel will then commence shortlisting and advise candidates of application outcome	Late May
Interview and Assessment stage commences	Early – Mid June
Interview and Assessment stage concludes	Late June 2024
Applicants will be notified of their interview outcome	Mid-Late July 2024

Contact Officer

For enquiries relating to the job description, please contact the Quality Assessment and Monitoring Group Workforce Planning team:

qam.workforceplanning@agedcarequality.gov.au