

Role Description

Senior Assessment Officer

Cluster	Health
Department/Agency	Health Care Complaints Commission
Division/Branch/Unit	Complaint Operations, Assessments
Role number	Various
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	272613
PCAT Code	1119192
Date of Approval	Sep 2017 (Updated January 2023)
Agency Website	https://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 much broader than public hospitals – it deals with the full spectrum of health services, including private hospitals, imaging and radiation services, medical centers, 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 ensure that there is diligent, timely collection and analysis of information received by the Commission in order to be informed and responsive when assessing risk and determining what further action is required to protect the health and safety of the public. Ensure that well-reasoned recommendations are presented in relation to the proposed outcome of the complaint or determining the appropriate pathway for managing information received.

The position will also focus on the most complex or multifaceted complaints as well as support and provide guidance to relevant staff in their management of information received by the Commission and the assessment of complaints. This role will strengthen frontline information and complaint management and improve efficiencies for assessments division and the Commission overall.

The position would also support the Senior Regulatory Coordinators, Managers and Directors in implementation of improvements to complaint assessment processes and in liaising and consulting with other bodies on complaints.

Key accountabilities

- Ensure complaint management complies with the Commission's obligations under the Health Care Complaints Act and align with Regulatory Practice Principles.
- Manage a caseload of sensitive, complex and other matters and coordinate assessment of related complaints with other team members.
- The role will have some supervisory responsibility for junior staff. They will have responsibility for providing sound advice and direction to ensure consistent risk-based decisions which are timely and customer centric.
- Ensure consistent and effective risk-based triaging and /or management of complaints, with direct accountability for the processes, practices and outcome decisions for low-risk complaints.
- Mentor and support the development of other team members including advising on caseload management including strategies achieve resolution of complaints, options for addressing difficulties in managing a complaint, the framing of assessment briefs and determining the suitable assessment outcome and maintaining high quality and timely decision letters.
- Support the Senior Regulatory Officer and Managers with the delivery of their operational functions. Including guiding the team, monitoring and evaluating all aspects of triaging processes, core operational functions and/or of assessments (as appropriate), to determine the outcome of complaints in accordance with delegations, the Commission's risk-based framework and appropriate KPIs.
- Attending professional council consult meetings as required.

Key challenges

- The Commission works in a climate of rapidly increasing volume and complexity of complaints and in the context of resourcing and capability constraints. There is an ongoing challenge at all levels of ensuring both timely and high-quality assessment of complaints.
- In addition to the pressures of high work volume, complaints raise inherently sensitive and at times emotionally charged dynamics. Complainants and respondents have diverse and competing interests and expectations. A strong focus on communication with complainants and providers and a high level of personal resilience, with the ability to provide support across the team to deal with work pressures will be important.
- Efficient management of caseload to ensure statutory timeframes are met, risks are appropriately identified and driving performance of their teams.
- The complaints management functions rely on business systems that require updating and there is a need for fundamental transformation of these systems and processes. The Senior Assessment Officer will be key with supporting and driving a culture of innovation.
- We work in a complex regulatory environment with the 15 Professional Health Councils and AHPRA. Our processes must be calibrated to deliver consistent and proportionate assessment decisions.
- Timely and effective management of complaints requires adept management of the relationships with stakeholders, co regulators and our customers to meet the objectives of our functions under the Act.

Key relationships

Internal

Who	Why
Assessment Support Officers, Customer Support Officers, Enquiry Officers	• The Senior Assessment Officer supports and mentors activities of their team. • The Senior Assessment Officer will need to work alongside their team to assist in the adoption of workable strategies for good caseload management and assessment practices. • Senior Assessment Officers work closely with the Managers, Assessments to implement work management practices that are efficient and effective. • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key deliverables, issues and priorities • Receive guidance and provide advice and regular updates on issues and priorities to contribute to decision making. • Support manager and senior regulatory coordinator in maintaining visibility and reporting on sensitive higher risk complaints • Assist in the design and implementation of quality assurance functions
Assessment Teams	• Co-ordinate and lead the tasks and priorities of the team. • Provide ongoing management, mentoring and development to a group of Assessment Support Officers, Clerical Support Officers and Enquiries Officers. • Regular meetings with direct reports to discuss their workloads and manage their work progression and performance. • Ensure QA work covers all aspects of the work of the team.
Internal Stakeholders	• Work collaboratively with Divisional Managers and operating entities to contribute to decision making process and achieving the outcomes for the Commission. • Escalation of issues, gain advice and direction for specific duties and work activities • Participate in meetings, forums, groups to represent agency and share information.

External

Who	Why
Regulatory bodies / Professional Councils /State Commonwealth Agencies	• Co-regulatory collaboration - Ongoing collaboration and engagement with multiple state and Commonwealth regulatory and enforcement agencies. • Work within the complex regulatory environment in a manner which is consistent and coordinated with the 15 professional councils. • Attend regular consult meetings with the health professional councils
Customers/Complainants/Providers/Subjects	• Be impartial, avoid conflict of interests when engaging with our customers. • Exercise accountability and communicate with transparency. • Be accessible to customers with the aim to ensure understanding of our processes and decisions. Ensure communication and correspondence is clear, respectful and accurate. • Maintain a professional and customer centric approach that is balanced and protects the rights and interests of all customers.

Role dimensions

Decision making

The Senior Assessment Officer is required to exercise sound judgement and adopt a customer centered approach in all their functions, including managing inbound and outbound enquiry functions, advising relevant staff on approaches to individual complaints and caseload management techniques.

Effective risk management is required in all assessment and complaint functions especially when making decisions to assess a complaint without further inquiry, considering consent and privacy issues, whether a response from a provider is to be released to the complainant, and considering employer notification etc.

Appropriate processing and distributing of information received by the Commission and exchange of information with the health professional councils and other regulators is informed by regulatory practice principles which are risk based and proportionate. A core decision making function of the role is to determine what information constitutes a complaint and to facilitate and direct pathways for handling information that is outside the scope or jurisdiction of the Commission or information does not form a basis of a complaint.

If representing the Commission in consulting with professional councils, the Senior Assessment Officer will be required to represent the Commission's recommendations effectively and to exercise judgement about the action to be taken in cases where there is not agreement to the recommendation.

Reporting line

The role reports directly to the Manager, Assessments

Direct reports

The role will have a number of direct reports. These may include Assessment Support Officer(s), Clerical Support and Enquiry Officer(s) (depending on business / requirements).

Budget/Expenditure

As per the HCCC Financial delegations

Key knowledge and experience

- Previous experience of working for a complaints handling entity, regulatory agency or independent oversight /review agency is desirable, but not essential

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 of the HCCC and public sector values.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with

managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

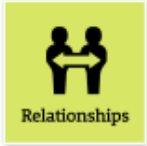
The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept

 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	Adept
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security	Foundational



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept

	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Advanced