

Job and Person Specification

Title of Role: Investigation Support Officer

Remuneration Level: ASO 4

Business Unit: SafeWork SA

Type of Appointment:

Division:

Position Number:

Job and Person Specification Approval

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Primary Purpose

The primary purpose of the Investigation Support Officer (ISO) is to provide support to the Investigation Team, Crown Solicitors Office, witnesses and victims of industrial accidents through the investigation and prosecution process. The role is also the key coordination point to ensure the timely processing of workplace fatality investigation files for delivery to SafeWork SA's Executive for sign off before being sent to the Coroner's Office. The ISO will ensure exemplar service to victims, witnesses, internal and external clients involved in the investigation and prosecution process.

Reporting Relationships

- Team Manager
- Team Leader

Key Relationships/Interactions

- Investigators;
- Inspectors;
- Investigation Liaison Officer;
- Administration Staff;
- Specialist Staff;
- Executive Staff;
- Victims of workplace injury;
- Witness to workplace incidents;
- Crown Solicitors Office
- Coroner's Office; and
- Industry Stakeholders

Key Challenges

- The ISO will be responsible for liaison with the Crown Solicitors Office, Industrial Magistrates Court and Coroner's Office in relation to SafeWork SA investigations and prosecutions.
- The ISO is the key coordination point for the SafeWork SA Inspectorate, Crown Solicitors Office, and Industrial Magistrates Court in relation to SafeWork SA trial proceedings.



- The ISO will provide support to the Investigation Liaison Officer working with victims and next of kin in relation prosecutions, advising court outcomes and maintaining a liaison with them throughout the investigation and prosecution process.
- Working within a confidential, challenging and politically sensitive environment
- Working and developing relationships with victims of workplace injury, witnesses, Crown Solicitors Office, Coroner's Office, Investigators and SafeWork SA Inspectorate
- Prioritising and managing the demands of an ever-changing workload of varying complexities and degrees of urgency

Special Employment Conditions (if relevant)

- Some out of hours work will be required
- Some intra and interstate travel requiring overnight absences will be required.
- Possession of a minimum Class C driver's licence is essential

AGD Conditions

- Participation in bi-annual performance review and development;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures; and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

Flexible Working Arrangement Options

- Flexitime arrangements are available in this role.



Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The ISO is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Service Delivery	<ul style="list-style-type: none"> • Coordinate the effective delivery of information and support services to the Investigation Team, Crown Solicitors Office, Coroner's Office, victims and witnesses • Manage service delivery and quality assurance • Support and maintain stakeholder relationships relative to the investigation and prosecution process • Co-ordinate witnesses involved in significant and sensitive SafeWork SA prosecutions. • Provide accurate advice and information to individuals in relation to the investigation process relevant to victims and witnesses 	<ul style="list-style-type: none"> • Ensure engagement in key relationships is managed appropriately and professionally. • Formal & informal feedback from customers is consistently positive • Regular reporting and file review to ensure all key tasks have been completed • Ensure all actions are undertaken using sound initiative and judgement • Meets relevant team KPIs in relation to service quality, professionalism, provision of information, timeliness & access to supports.
Compliance	<ul style="list-style-type: none"> • Responsible and accountable for adhering to the requirements of the WHS Act 2012; relevant WHS Regulations 2012; the Equal Opportunity Act 1984; the PS Act 2009; the Code of Ethics for Public Sector employees; the principles of diversity; and the Department's policies and procedures; • Keep accurate and complete records of business activities in accordance with the State Records Act 1997. 	<ul style="list-style-type: none"> • Active participation and contribution in responsible and safe work practices. • Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department; • Documents and correspondence filed according to States Records Act, 1997.
Contribute to Culture	<ul style="list-style-type: none"> • Actively participate and contribute to responsible and safe work practices; • Embrace diversity and cultural differences in the workplace. 	<ul style="list-style-type: none"> • Work practices are safe and WHS legislation, policies and procedures are adhered; • Respectful behaviour observed when faced with diversity/differences in opinion.

Technical Expertise



Qualifications, Skills, Knowledge and Experience relevant to the role

<p>Technical Expertise (Essential)</p>	<ul style="list-style-type: none"> • Excellent written and verbal communications skills • Ability to work under pressure • Ability to manage a varied workload • Capable of developing a liaison with Crown Solicitors Office, Coroner's Office in relation to SafeWork SA Investigations • Knowledge of the Court system relative to victims/witnesses • Coordinate the service of documents on witnesses and defendants • Coordinate and facilitate arrangements in relation to victims and witnesses before, during and after trials • Provide a liaison point for internal and external clients for prosecution and fatality/injury related matters relative to victims and witnesses • Political awareness in relation to victims and witnesses • Ability to work with witnesses and victims of workplace injury • Knowledge of the investigation process
<p>Technical Expertise (Desirable)</p>	<ul style="list-style-type: none"> • General understanding of the practical application of policies, procedures and legislation (e.g. WHS) in a work environment. • Knowledge of the <i>Victims of Crime Act 2001 (SA)</i> • Knowledge of the <i>Work Health Safety Act 2012 (SA)</i> • Demonstrated ability to use databases and related record keeping tools.

Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Investigation Support Officer role. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism



Element	Behaviours
Strategic Focus	<ul style="list-style-type: none"> • Supports strategic direction and plans • Communicates plans in practical terms to others • Identifies and manages risk as appropriate and escalates as necessary • Is sensitive to political drivers influencing priorities and decisions • Actively participates in business planning • Contributes to the drive for change and innovation • Adapts quickly to changing and emerging priorities
Results Orientation	<ul style="list-style-type: none"> • Sets and communicates clear expectations around quality of work and timeframes • Monitors progress towards achieving outcomes • Takes responsibility for the delivery of quality and timely results • Critically evaluates issues and ensures solutions are practical and achievable • Prioritises workload effectively and negotiates deadlines where appropriate • Measures performance and acts on opportunities for continuous improvement
Service Delivery Excellence	<ul style="list-style-type: none"> • Identifies and raises awareness of trends, potential problems and opportunities • Uses capability and expertise of the workgroup to achieve outcomes • Identifies and delivers high quality internal and external customer service • Utilises available internal and external resources for optimal outcomes. • Contributes to a culture of financial responsibility, accountability and awareness • Translates performance requirements into achievable outcomes. • Effectively manages their own performance, managing(or influencing) the wider team performance • Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role.
Relationship Management	<ul style="list-style-type: none"> • Effectively manages conflict and escalates when appropriate • Consults and seeks the views of relevant stakeholders • Develops effective working relationships and internal networks • Shares information and knowledge as appropriate • Takes into account the situation and audience • Negotiates as necessary to achieve outcomes • Actively listens and communicates clearly
Professional approach and drive	<ul style="list-style-type: none"> • Promotes a culture of respect and high ethical standards • Supports diversity and uses this to enhance outcomes • Maintains professionalism and confidentiality when dealing with sensitive issues • Constructively expresses own views and respects the views of others • Is aware of risks and makes decisions accordingly • Remains positive and recovers quickly from setbacks • Adapts effectively to change • Looks for opportunities to engage in development activities • Seeks feedback and reviews own performance • Ensures a focus on wellbeing for self and others and raises concerns where necessary

Acknowledged by occupant	----- (Print name)	----- (Signature)	/ /
Acknowledged by line manager	----- (Print name)	----- (Signature & title)	/ /

