

Job and Person Specification

Title of Role: Investigation Liaison Officer

Remuneration Level: ASO5

Business Unit: SafeWork SA

Type of Appointment:

Division: Investigation Team

Position Number:

Job and Person Specification Approval

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Primary Purpose

The purpose of the ILO is to provide support and assistance throughout the life of the investigation and prosecution processes to victims of industrial incidents, next of kin of victims of industrial incidents, employers, industrial associations and other witnesses. The position will ensure relevant parties are informed of all key decisions, and will also be a single point of liaison for other support organisations, such as the Office of the Commissioner for Victims' Rights, the Court Liaison Officer, and Victims of Industrial Death (VOID).

Reporting Relationships

- Team Manager
- Team Leader

Key Relationships/Interactions

- Investigators;
- Inspectors;
- Administration Staff;
- Specialist Staff;
- Industry Engagement Advisers;
- Victims of workplace injury
- Next of kin in relation to workplace fatalities
- Crown Solicitors Office in relation to victims and witnesses
- Unions and Associations
- Industry Stakeholders; and
- Other Team Leaders.

Key Challenges

- Establishing and maintaining relationships with victims of industrial incidents, next of kin of victims of workplace fatalities, PCBUs, unions and associations in relation to victimology only.
- Ensuring the interests of relevant parties are understood and taken into account when key decisions are made in relation to investigation and prosecution matters.



- Working within a confidential, challenging and politically sensitive environment.
- Prioritising and managing the demands of an ever-changing workload of varying complexities and degrees of urgency.

Special Conditions

- 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 annual performance review and development.
- Active participation in all mandatory training requirements.
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code).
- 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 Investigation Liaison Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Service delivery	<ul style="list-style-type: none"> • Coordinate the delivery of effective and efficient victim support related services. 	<ul style="list-style-type: none"> • Engage with victims of workplace injury as required ensuring expectations are managed appropriately and professionally.
	<ul style="list-style-type: none"> • Manage service delivery quality assurance in relation to victim support.. 	<ul style="list-style-type: none"> • Conduct self-file review to ensure all key tasks in relation to victim support have been completed on a regular basis.
	<ul style="list-style-type: none"> • Support and maintain stakeholder relationships relative to victimology throughout the investigation and prosecution processes. 	<ul style="list-style-type: none"> • Engage with PCBU's, unions, associations as required ensuring expectations are managed appropriately and professionally.
	<ul style="list-style-type: none"> • Work with the Investigators in managing caseloads that are complex, significant and sensitive. 	<ul style="list-style-type: none"> • All victim support services are supported within Key Performance Indicator Targets.
	<ul style="list-style-type: none"> • To provide accurate advice and information to persons conducting a business or undertaking (PCBU), persons with management or control of a workplace (PCMW) and to individuals in relation to the investigation and prosecution processes relevant to victims and witnesses. 	<ul style="list-style-type: none"> • All matters are actioned within the scope of the current team's work plan.
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.



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 support people in stressful situations • Ability to work under pressure • Ability to manage a varied workload • Capable of developing a liaison with PCBUs, unions and associations in relation to victimology • 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 victims of workplace injury/next of kin • Knowledge of the investigation and prosecution processes
<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. • Demonstrated ability to use databases and related record keeping tools.



Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Inspector. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in AGD's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Category and level	Behaviours
Strategic Focus	<ul style="list-style-type: none"> Supports strategic direction and plans Identifies and manages risk as appropriate and escalates as necessary Is sensitive to political drivers influencing priorities and decisions Contributes to the drive for change and innovation Adapts quickly to changing and emerging priorities
Results Orientation	<ul style="list-style-type: none"> 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
Service Delivery Excellence	<ul style="list-style-type: none"> Identifies and raises awareness of trends, potential problems and opportunities Identifies and delivers high quality internal and external customer service Utilises available internal and external resources for optimal outcomes.
Relationship Management	<ul style="list-style-type: none"> Represents the agency and public sector effectively in public and government forums Effectively identifies, manages and resolves conflict Maintains awareness of the political context and acts accordingly Develops effective working relationships and internal and external networks Appropriately identifies and collaborates with relevant stakeholders Shares information and knowledge Tailors approach and communication style to suit the situation and audience Identifies opportunities to negotiate for improved outcomes Actively listens and communicates in a clear and concise manner
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

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(Print name)

(Signature)

Acknowledged by line manager

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(Print name)

(Signature & title)

