

POSITION DESCRIPTION

Position Title:	Investigator
Division:	People and Culture
Position Reports to:	Manager, Recruitment, Employment and Investigations
Direct Reports:	0
Classification:	STAR
Band	6
Approved by:	Executive Director, People and Culture
Date Approved:	July 2023

Position Overview

The Investigator provides expert case management of employee focused investigations relating to allegations and/or disclosures of client abuse, neglect or poor quality of care.

The Investigator is a key People & Culture contact in relation to employee investigations and works with internal and external stakeholders to gain co-operation throughout the investigation process. The Investigator is seen as an organisational expert in employee investigations whose independence is valued.

The Investigator works to build organisational capacity and effectiveness by conducting investigations that contribute to the learning, improvement and accountability of the organisation as well as ensuring the wellbeing of Yooralla's employees and clients. The Investigator works to ensure fair processes and outcomes for clients and staff.

The Investigator reports to the Manager, Recruitment, Employment and Investigations and works collaboratively with Employee Relations.

Key Responsibilities

Specific Role Responsibilities

Leading Investigations

- Comprehensively investigate complex matters, according to relevant legislation, industrial instruments, NDIS Practice Standards and Quality Indicators and policy and procedures
- Working with a high degree of autonomy and conducting investigations within tight timeframes, preparing all necessary documentation, interviewing witnesses, gathering evidence and writing authoritative and detailed reports
- Conducting investigations in a transparent manner using a fair process and ensuring procedural fairness to all participants and adhering to confidentiality requirements
- Draft and distribute Investigation reports to the relevant Executives
- Undertake additional activities in conjunction with the Manager, Recruitment, Employment and Investigations

Stakeholder Relations and Reporting

- Negotiate with stakeholders and peers to gain co-operation with the overall aim of effectively resolving employee investigation issues
- Convey authoritative advice and information in both verbal and written form to senior management, demonstrating a high level of knowledge, expertise and analysis in investigations
- Negotiate firmly and tactfully with senior stakeholders to articulate a position that meets organisational objectives
- Initiate and maintain effective working relationships with internal and external stakeholders at all levels, maintaining confidence with stakeholders in the role of the Investigator and the investigation process
- Support organisational response to external requests for sensitive matters involving staff conduct and client complaints
- Create, maintain and store related files, notes and records of all incidents, interviews, evidence, reports and cases in accordance with record keeping and privacy requirements
- Create and distribute the Investigations Report for the Executive to assist in decision making

Change Management

- Contribute to improvement initiatives and change management processes relating to investigations

Building Organisational Capability

- Assist the organisation to identify how it can improve processes, practices, and procedures when addressing allegations in investigations and making recommendations for systemic improvements, where appropriate
- Conduct Service or other Reviews in collaboration with other areas of Yooralla, such as Quality, Innovations and Safeguards Unit, as required
- Ensure all investigations precedents are regularly reviewed and updated

Project, Planning and Innovation

- Contribute to strategic business planning and managing projects in relation to employee investigations and organisational responses to incidents

All employees are responsible for:

- Promoting and protecting the human rights of people with disability, in accordance with the UN Convention on the Rights of Persons with Disabilities (CRPD) (2008);
- Working to ensure high-quality and safe supports and services for NDIS participants, meeting and exceeding the NDIS Practice Standards and Quality Indicators;
- Meeting obligations under all relevant Victorian and Commonwealth legislation;
- Working in accordance with the Yooralla Code of Conduct and Employee Manual.

Selection Criteria

Mandatory Requirements

- NDIS Worker Screening Check
- Working with Children Check
- International Police Check (if required)
- An up-to-date Immunisation History/COVID-19 Digital Certificate or formal evidence of a vaccination exemption
- Current Victorian driver's licence to drive

Desirable Requirements

- Understanding of RiskMan incident reporting software

Professional Experience

- A tertiary qualification in employment law, investigations or human resources management
- Extensive experience in conducting complex and sensitive workplace investigations
- Extensive experience in providing specialist advice, both verbally and in professional reports

Personal Skills and Attributes

- Highly developed written communication skills, including the ability to write investigation reports and briefs on highly complex issues for senior stakeholders that demonstrates a high level of knowledge, expertise and analysis of content
- The ability to effectively communicate to various audiences, to conduct confidential interviews, negotiate firmly and tactfully in complex situations, to engage stakeholders in the investigation process and to articulate positions that meet organisational objectives
- The ability to effectively manage stakeholders and negotiate with, and influence, diverse groups on highly complex issues
- Experience in communicating with people from diverse backgrounds, including people with disability
- An approach to investigating incidents and individual employees that balances accountability with learning and empathy with independent thought
- Experience working collaboratively and flexibly with others
- Demonstrate perseverance to achieve objectives
- Demonstrated ability to adapt and respond to challenges, with support, as necessary

About Yooralla

Yooralla is Victoria's most established and recognised for purpose disability service provider with more than one hundred years of experience offering high quality support services to people with disability. We work in partnership with people with disability, their families and carers to enable them to live the lives they choose.

Across Melbourne and regional Victoria, we support people of all ages and needs. Our 2,000+ staff provide a wide range of quality services, including accommodation and residential supports, specialist accommodation for people with complex health conditions, employment, training, support coordination, kindergarten assistance, recreational and therapy services, including assistive technology.

Our Purpose

To support people with disability to live the life they choose

Our Promise

Designed by you, supported by us, and achieved together

Our Values

- We put the person living with a disability first
- We do better together - we work as a team
- We speak up