



Case Manager

POSITION DETAILS	
Employment Type	Ambulance Victoria (Management and Administrative Staff) Enterprise Agreement 2021
Division / Department	Chief Executive Office / Professional Standards and Behaviours
Reports To	Senior Manager Intake Response and Support
Direct Reports	No
Classification	Schedule A
AV Grade	AV 4
Functional Stream	Professional / Technical
AV Capability Framework	Tactical Delivery / Tactical Direction
ROLE PURPOSE	
<p>At AV we are striving to create a safe, fair, and inclusive workplace. One of the key pillars for our vision is a culture where people feel safe to speak up and act when they see behaviours that are outside our code of conduct, unlawful, or harmful. This role will provide person-centred and trauma informed end to end case management of complaints as a key specialist within the Intake, Response and Support team. The role will provide professional advice, analysis, and support, to all parties to a complaint in accordance with organisational policies and guidelines, in addition to connecting affected parties to support services.</p>	

AV Purpose

Our purpose is to bring world leading, patient-focused, out of hospital, mobile and emergency healthcare to the Victorian community.

Patient Care Commitment

We save and improve lives by providing outstanding care for our patients. Our Patient Care Commitment is our promise to every patient and sits at the heart of everything we do: We strive to provide care that is Caring, Safe, Effective and Connected for every patient, every time.

AV Values

- **Care:** We care in ways that nurture trust and collaboration.
- **Accountability:** We are accountable in our roles and to each other.
- **Respect:** We are respectful and consciously inclusive.
- **Excellence:** We strive to be our best for our people, patients and communities.

Mental Health and Wellbeing

Ambulance Victoria’s work, by its nature, involves exposure to distressing and sensitive information. This role is likely to have a high frequency of exposure to traumatic material. We encourage careful self-reflection on how this may impact you personally, and the strategies and supports you have in place to manage these exposures. As an employer, Ambulance Victoria prioritises the safety and wellbeing of our people. We provide a range of high-quality wellbeing and support services and, in turn, expect and support our people to proactively engage in strategies and support, to protect their mental health and wellbeing. For



Key accountabilities

ELEMENT	ACCOUNTABILITIES
OPERATIONAL PERFORMANCE	<ul style="list-style-type: none"> • Coordinate the progress of complaints throughout the complaint life cycle, including preparing for triage, developing, and implementing a case management plan, and referring to investigations team when required. • Single point of contact for all parties to a complaint throughout its life cycle to support and advise ensuring they are aware of options, processes, timelines, and regularly updated on progress. • Provide professional, responsive advice and recommendations via documented case plans that focus on people-centred resolutions. • Provide advice on potential resolution pathways, whilst considering the obligations of the organisation. • Liaise with external and internal specialists to finalise case matters, including preparation of research findings, and drafting of instructions to ensure that the interests of the organisation are protected. • Make referrals and organise support throughout complaints process for relevant employees.
QUALITY AND PATIENT EXPERIENCE	<ul style="list-style-type: none"> • Contribute to recommendations on emerging conduct issues and trends, devise strategies to prevent and minimise professional conduct matters to improve compliance with AV's policies and legislative requirements relating to conduct matters. • Advise on and contribute to policy, procedure, and template updates to support the effective management of professional and behavioural conduct issues in accordance with organisational and statutory requirements. • Prepare comprehensive documentation relating to professional and behavioural conduct matters, to ensure the appropriate parties are kept informed of relevant issues and/or appropriate recommendations are made. • Undertake root-cause analysis and report on professional and behavioural conduct matters.
COMMUNITY/ STAKEHOLDER ENGAGEMENT	<ul style="list-style-type: none"> • Develop and maintain strong working relationships with key stakeholders, ensuring clear communication and timely resolution on professional and behavioural conduct related matters. • Collaborate with key stakeholders including Line Managers, and Senior People Partners, to develop and implement case management plans.
HEALTH SAFETY AND WELLBEING	<ul style="list-style-type: none"> • Continually assess safety and well-being of parties to a complaint, ensure supportive pathways are in place including management of immediate risk and referrals to appropriate wellbeing services. • Create and sustain safe environment and behaviour practices. • Ensure compliance, is aware of safety trends and acts as a strong safety role model. • Support a safe, lawful, and respectful workplace culture by applying practices that support workforce and patient safety, health and wellbeing and model ethical and positive workplace behaviour consistent with AV values.
PEOPLE LEADERSHIP	<ul style="list-style-type: none"> • Provide support and advice to all AV employees and managers to promote a safe, fair and inclusive workplace. • Provide guidance to AV staff in the appropriate techniques for addressing interpersonal conflict, harmful, or unlawful conduct.



- Support and coach managers to identify and resolve interpersonal conflict, harmful, or unlawful conduct in their workplace, including prevention and early intervention.

Key selection criteria

QUALIFICATION

- Completion of a degree or relevant industry certification with proven subsequent relevant experience, or an equivalent combination of training and sound experience in an Industrial Relations or Human Resources related discipline

ROLE SPECIFIC REQUIREMENTS

- Experienced case manager with demonstrative knowledge of evidence based professional standards case management practices.
- An extensive working knowledge and application of general and specialist HR practices, regulations and legislation relating to case management, case plans, risk assessments and interventions.
- Broad understanding of the current regulatory framework pertaining to management of alleged misconduct, unlawful and/or harmful workplace behaviour.
- Experience in providing advice and information on workplace conduct matters across a large and diverse organisation.
- Sound demonstration of written and verbal communication skills and experience, in preparing documentation that includes professional briefs, letters and performance reports, using clear and concise language.
- Experience working with contemporary case management and other relevant systems.

Important information

- AV is an Equal Employment Opportunity (EEO) employer. All employees must understand, support and adhere to the principles covered in the Professional Conduct policy (POL/PAC/002) and the Recruitment and Selection policy (POL/PAC/028).
- AV provides a professional working environment that recognises the importance of flexible work arrangements and work/life balance.
- Applicants must be an Australian Citizen, Permanent Resident, or hold a valid work permit or visa.
- The preferred candidate will be required to undergo security checks such as police record and if applicable, Working with Children Check (WWCC).
- The successful candidate will be employed pursuant to Ambulance Victoria policies and procedures along with the relevant Industrial Agreement.
- AV is a state-wide organisation and provides a state-wide service to the community. The successful candidate will be willing to travel throughout Metropolitan Melbourne and Regional Victoria as required.
- The position description is indicative of the initial expectation of the role and subject to changes to organisational goals and priorities, activities or focus of the job.
- Recipients of Victorian Public Sector (VPS) departure packages should note that re-employment restrictions apply.
- By applying for this position within Ambulance Victoria (AV), you agree to undertake an assessment of any Secondary Employment or outside interests, in line with AV's Secondary Employment procedure (PRO/PAC/078). This is required to ensure there is no perceived or actual conflict of interest for AV should you be successful and commence in the new role.



Privacy notification

Ambulance Victoria requires declarations and personal information relevant to your employment. The collection and handling of the information will be consistent with the requirements of the Privacy and Data Protection Act 2014.

AUTHORISATION	
	
Director Professional Standards and Behaviours Date: 8 April 2026	Organisation Design Team Date: 9 April 2026

