



POSITION DESCRIPTION

Position number	Various
Position title	Investigator/Conciliator
Division/team	Investigation and Conciliation Service
APS level	APS 6
Location	Sydney – and the ability to work remotely
Reports to	Principal Investigator / Conciliator
Employment status/type	Full time Part Time non-ongoing ongoing
Full-time equivalent (FTE)	1.00

About The Australian Human Rights Commission

The [Australian Human Rights Commission](#) ('the Commission') is Australia's national human rights institution. We work towards an Australian society in which human rights are respected, protected and promoted – where every person is free and equal in dignity and rights.

We work to promote and protect the human rights of everyone in Australia:

- Through advising all arms of government and a range of public and private institutions.
- Contributing to stronger law, policy and practice; delivering an accessible and effective investigation and conciliation service.
- Engaging inclusively with civil society, communities and the private sector.
- Raising human rights awareness and providing human rights education.
- Working with partners to build a stronger culture of respect for human rights.

About Investigation and Conciliation Section

The Investigation and Conciliation Service (the ICS) is responsible for investigating and conciliating complaints alleging unlawful discrimination or a breach of human rights under Australia's federal anti-discrimination law. We provide information and education about human rights and responsibilities and provide an accessible, fair and impartial complaint handling service.

The ICS also manages the National Information Service and the Respect at Work Information Service. These services are national, trauma informed and provide information and referrals, including to support services. The services are free and confidential.

Purpose of the position

The position of Investigator/Conciliator reports to the Principal Investigator/Conciliator and is responsible for undertaking the investigation and conciliation of complaints alleging discrimination and/or breaches of human rights under Federal human rights and discrimination law.





Key responsibilities

Investigation and Conciliation of Complaints

- Investigate complaints made under federal human rights and discrimination law.
- Undertake the conciliation of complaints made under federal human rights and discrimination law.
- Prepare written correspondence for the President or their Delegate, including correspondence regarding notification and termination of complaints alleging discrimination and/or breaches of human rights.

Provision of information and community education

- By telephone and in writing, provide information to members of the public about federal human rights and discrimination law and the complaint process.
- Prepare and present information sessions on the law and the complaint process and participate in community education events, as required.

Strategic practice and procedure advice

- Participate in the ongoing development of the Investigation and Conciliation Section's practices and procedures, as required.

Key relationships

Internal	External
This position works closely with the Senior Executive ICS, Deputy ICS, Principal Investigator/Conciliator and Investigator/Conciliators in the ICS.	The occupants of this position will have the opportunity to work closely with community, pro bono and private legal services.

Key capabilities and role requirements

Australian Public Services (APS) Capability Profile

[APS6 Capability Profile](#)

Professional experience, knowledge and skills

- Understanding of human rights issues and knowledge of federal human rights and discrimination law and complaint procedures, or the ability to quickly acquire such knowledge.
- Ability to investigate complaints in a statutory/legal framework and high level analytical skills, including an ability to comprehend and distil significant issues from complex and often voluminous material, apply facts to law and exercise appropriate judgement. Draws accurate conclusions based on evidence and analyses and interprets information to inform decision makers.
- An understanding of Alternative Dispute Resolution (ADR) processes and an ability to facilitate the resolution of complaints/disputes.





Organisational and time management skills and personal initiative

- Demonstrated ability to manage a high volume workload/caseload; including the ability to establish priorities and meet organisational performance standards.
- Ability to show initiative and proactively do what is required in the context of a high-volume workload. Takes personal responsibility for meeting objectives, progressing work and identifying risk.

Communication skills and productive working relationships

- Highly developed communication skills (both oral and written) and interpersonal skills, and the ability to communicate with a wide range of people with respect and empathy and work effectively in a team.
- An ability to build and sustain positive relationships with team members, stakeholders and clients. An ability to work collaboratively and cooperatively and draw on team strengths.

Qualifications and presentation skills

- Appropriate tertiary qualifications, formal training or equivalent or relevant community experience.
- Ability to assist in the development and delivery of community education presentations.

Other requirements

- Completion of the Commission's mandatory training modules and attendance at workshops
- Compliance with the Commission's policies and procedures
- Adherence to the [APS Values, APS Code of Conduct and Employment Principles](#)
- Adherence to Work Health and Safety employee obligations and duties
- Compliance with positive duty requirements through [Respect@Work](#)
- Demonstrate the ability to fulfill the requirements of the role in an impartial and respectful manner as required by the APS Code of Conduct
- Uphold the integrity and independence of the Australian Human Rights Commission

Working at the Commission

How you can contribute to our purpose

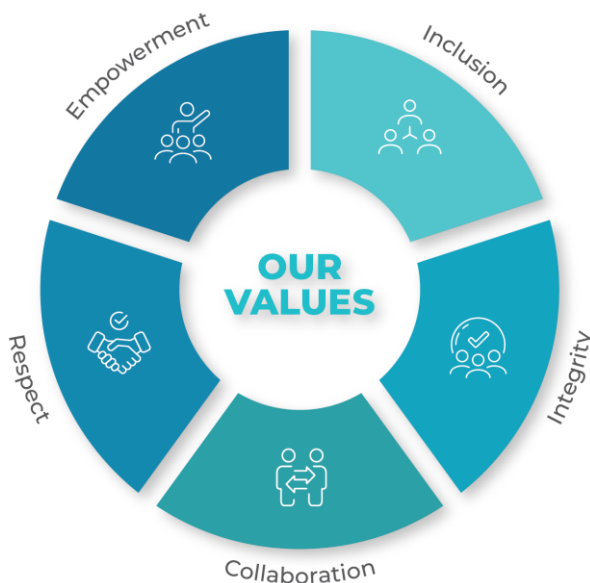
Every team member at the Commission contributes to our goal of an Australian society in which human rights are respected, protected and promoted – where every person is free and equal in dignity and rights.

We are passionate about what we do, and that passion energises our workplace culture, staff wellbeing and engagement. We are committed to a diverse and inclusive workforce that reflects the Australian community ultimately leading to improved service delivery and an inclusive community for us all. To find out more visit [Life at the Commission](#).





Our values



We seek people who support and model the values and behaviours we promote in our workplace.

Our Employee Value Proposition

As a valued employee of the Commission benefits include: a modern work environment with a 4-star green building rating; learning and development; flexible work options; and wellbeing support. To find out more visit [Working at the Commission](#).

As an employee of the APS you will also benefit from a role that provides: purpose and meaning; opportunities to learn and grow; community and belonging; flexibility and balance; conditions and lifestyle. For more information visit [APS EVP Statement](#).

How to apply

Go to <https://humanrights.gov.au/about/jobs>. For further information visit our website for [application guidelines and eligibility](#).

RecruitAbility applies to this position. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the position if you choose to apply under the scheme; declare you have a disability; and meet the minimum requirements for the job.

For more information visit: <https://www.apsc.gov.au/recruitability>

Acknowledgement

I have reviewed this position description and accept the requirements and responsibilities of my role. I also commit to performing my role in accordance with the Commission's values, APS values and employment principles. I understand my role may change as agreed between me and my supervisor on a temporary or regular basis according to the needs of my Team and/or Division. If I have any questions regarding my role or responsibilities assigned to me, I will discuss them with my immediate supervisor in the first instance.





I also understand my performance will be assessed in accordance with my position description and duties assigned to me within my annual performance agreement.

Employee Name	Signature	Date

