

Position Description

Lead Investigator

July 2026

Baptcare is a purpose driven and faith-based organisation working across Victoria, Tasmania and South Australia, providing residential and community care for older people and support to children, families, and people with disability, financially disadvantaged people and people seeking asylum. We are proud to be part of BaptistCare, a newly merged national care organisation committed to providing exceptional support and services across Australia.

ROLE PURPOSE – Lead Investigator

The Lead Investigator role will provide direction and support to operational staff and leadership to ensure Baptcare's compliance with accreditation, compliance and funder requirements. The Lead Investigator will be responsible for undertaking investigations and reviewing practice trends relating to quality and incident management. A mitigation response to these practice trends will be incorporated into operational practice.

This role will undertake internal investigations and case reviews in line with relevant standards and legislative standards. The Lead Investigator will be required to ensure that investigations and follow up are completed in line with best practice standards and that recommendations are made with a focus on continuous improvement.

The lead investigator will be required to undertake and monitor investigations across the organisation to ensure a high quality, consistent and timely approach and outcomes. The Lead Investigator will also monitor and evaluate the implementation of mitigation strategies that reduce critical incidents.

This work undertaken by this role will be completed in a timely manner, within legislated time limits and budget constraints, in order to deliver business outcomes that ensure strategic imperatives are met and risk minimised.

Position Details			
Division	Industrial Instrument and Classification	Primary Location or Region	Reports To (Title):
Service & Operations	Social, Community, Home Care and Disability Award Level 7	National – Hub office in relevant state	Incident & Investigations Manager

Position Outline

Key Responsibility Areas
Operational activities: • Ensure internal investigations and reviews are conducted in line with the requirements of the related operational areas, incident investigation and reporting schemes and frameworks. • Ensure incidents are managed according to Baptcare's Riskman processes. • Support the development of 'best practice' investigations and review practices, procedures and activities across the organisation. • Following an investigation, prepare comprehensive reports and recommendations, feedback, conclusions based on relevant policies and guidelines. • Monitor critical incident trend data and based on this information develop mitigation strategies that improve practice. • Evaluate the implementation of practice improvements derived from critical incident trend information • Ensure current understanding and adherence to standards in the conduct of investigations in accordance with relevant legislation, regulations and standards. • Review current practices and programs to conduct gap analysis and develop recommendations for practice improvement. • Assist in implementing service improvements, including developing tools, communication and training. • Tracking and reporting of project issues, risks, scope and schedules to key stakeholders. • Project briefings written and presented to key stakeholder group. • Other duties as required to undertake the role.

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Strategic Partnering activities

- Support and maintain effective positive external and internal relationships.
- Support and assist as required operational and strategic relationships, planning and initiatives within Baptcare.
- Develop, Maintain, Support and assist effective relationships with external regulators and other funding bodies.

Quality service provision

- Monitor, investigate and assess to ensure risk management and monitoring obligations are fully met.
- Promote and support practices that contribute to supporting and developing a culture of child safety throughout the organisation.
- Demonstrate and drive a commitment to service provision within flexible approaches that meets all legislation, Government and Baptcare policies, procedures as well as Funding and Service Agreements.
- Demonstrate and drive a collaborative and professional culture within the team and Baptcare to ensure quality service provision to clients and carers.
- Demonstrate an understanding of policy and procedures in collaboration with the Manager/s.
- Demonstrate and drive a commitment to service delivery meeting evidence based best practice guidelines related to the operations programs the Lead Investigator supports including but not limited to standards, legislation and funding agreements.
- Promotion of a high-performance customer centric culture.

Workplace Health & Safety

- Report WHS hazards, injuries and incidents (including near misses)
- Act responsibly to protect your safety and the safety of others
- Participate in and contribute to WHS improvement activities including inspections, audits and other review activities
- Ensure tools, equipment, PPE and clothing are in a safe condition before use and report/fix any defects as appropriate
- Actively participate in rehabilitation and return to work activities following any work-related injury
- Comply with responsibilities under the WHS Management System and any reasonable instructions, including during emergency situations
- Ensure any incidents you encounter are reported, supporting any investigations and the implementation of preventative measures

Position Specifications	
Key Selection Criteria:	Key Performance Indicators:
Skills: • Demonstrated experience in complex investigations, including end-to-end case management, evidence analysis, and report writing aligned to legislative and regulatory standards • Strong understanding of compliance, safeguarding, and accreditation frameworks, particularly in community, disability, or aged care settings • Ability to apply best practice investigation methodologies (e.g. structured analysis, root cause thinking, defensible decision-making)	To be determined in agreed Performance Development Plan. Indicators may include: • Timely, best practice and defensible completion of investigations • Delivery of high-quality, evidence-based investigation reports • Compliance with legislative and organisational requirements • Identification of key risks and emerging trends • Implementation and impact of investigation recommendations • Effective engagement with internal and external stakeholders

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• Proven capability to manage multiple investigations concurrently, ensuring timeliness, quality, and adherence to statutory timeframes • Highly developed analytical and critical thinking skills, with the ability to identify trends and systemic risks from incident data • Experience translating investigation findings into practical recommendations that drive continuous improvement and risk mitigation • Strong stakeholder engagement and influencing skills, including working with operational leaders, frontline staff, and governance functions • Demonstrated ability to operate within governance frameworks, balancing independence of investigations with organisational risk and compliance requirements • High level written and verbal communication skills, including preparation of clear, evidence-based investigation reports and insights • Resilience, professionalism and sound judgement, particularly when handling sensitive, high-risk or complex matters	• Consistent application of investigation standards and processes • Clear and concise reporting to leadership		
Internal Stakeholders:	External Stakeholders:		
All operating streams, Innovation & Quality team members and the broader BaptistCare staff compliment	External regulators, funders and other regulatory bodies. Local government, tertiary intuitions, statutory authorities, other community service, organisations and stakeholders		
Managers and Supervisors Only			
Direct Reports:	N/A	Operational Budget:	N/A

Qualifications, Experience and Compliance	
Qualifications and Experience	Compliance Requirements
Essential: - Tertiary Qualifications in Social Sciences, Legal, Social Work, Psychology or other relevant Human Services qualification and/or experience and relevant qualification in investigations or similar. Desirable: - Relevant post-graduate qualifications, Certificate IV in Government Investigations or similar. - Experience in implementation and reviewing quality systems, project management, implementing evidence informed programs and data analysis and evaluation	Essential: - Satisfactory National Crime Check, renewed every three (3) years - Driver's licence and own reliable vehicle - Full and ongoing Right to Work in Australia - Current Working with Vulnerable Person's Check Desirable: - COVID-19 Vaccination - Influenza Vaccinations

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DECLARATION			
Understanding and Acceptance	I have read and understand this Position Description and I understand and accept the accountabilities and requirements of the role.		
Employee	Name:	eSignature:	Date:
Baptcare Representative	Name:	eSignature:	Date:

PEOPLE, CULTURE AND SAFETY USE ONLY		
The Compensation team has assessed this role (Common Law only)	eSignature: Name:	Date:
People & Culture has assessed this role (for roles covered by VIC EA, Tas EBA or SCHADS for example)	eSignature: Name:	Date:
This Position Description has been sighted and approved by People and Culture	eSignature: Name:	Date:

Mission Vision

Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Communities where every person is cherished.



Values

Our Mission & Vision are lived through our WE CARE Values.

We care about...

Our Customers

Our Team



Wellbeing

...you living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.

... strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.



Ethics

... being genuine with you, leading with integrity and fulfilling Baptcare's purpose in harmony with community expectations.

... being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.



Co-creating

... building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.

... building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.



Accountability

... fulfilling our commitments to you and accepting our responsibilities to continually improve.

... fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.



Respect

... understanding and embracing your individuality, standing up for your equality and protecting your dignity.

... treating one another as we like to be treated ourselves, by welcoming differences with an open mind and promoting equality and dignity.



Effectiveness

... being focused on achieving the best outcomes for you, with you.

... ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.

Baptcare