



POSITION DESCRIPTION

Position number	Position #
Position title	Complaint Information Officer
Division/team	Investigation and Conciliation Section
APS level	APS4
Location	Sydney
Reports to	Manager, National Information Services
Employment status/type	Full time / part time Ongoing / non-ongoing
Full-time equivalent (FTE)	3.00

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 the section

The Investigation and Conciliation Service (the ICS) is responsible for inquiring into and attempting to resolve through conciliation 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, which includes 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

- To provide high quality and accessible information to members of the public about federal human rights and discrimination law and workplace rights and responsibilities.
- To empower people and organisations to gain a better understanding of their human rights, how to prevent discrimination, and what they can do when an issue of discrimination or a breach of human rights arises.





Key responsibilities

Provide high quality information and referrals to members of the public

- By telephone, in writing and in person, provide information to members of the public about federal human rights and discrimination law, workplace rights and responsibilities (including sexual and sex-based harassment and sex discrimination), the complaint process and pathways people can pursue.
- Provide information about the coverage of the Commission's complaint jurisdiction and workplace jurisdiction under the Sex Discrimination Act 1984 (Cth) and refer enquirers to other agencies/regulatory schemes for advice or assistance and to legal and other support services, where appropriate.

Respond to written enquiries

- Analyse and respond to written enquiries and prepare clearly written emails and letters.

Provide assistance to help people make a complaint

- Provide reasonable assistance to people to enable them to make a complaint where appropriate, including drafting statements.

Assist with the handling of complaints and research tasks

- Working with your supervisor or more senior staff, prepare complaint notification letters, manage straightforward complaints and assist with basic research tasks, as required.

Assist with delivering information sessions

- Working with your supervisor and experienced staff in the ICS, provide information sessions on the law and the complaint process and participate in community education events, as required.

Key relationships

Internal	External
Manager and Supervisor of the National Information Services	Community legal organisations, pro bono legal services
Deputy ICS	Cther regulators, union and employer organisations
Senior Executive ICS	Community groups

Key capabilities and role requirements

Australian Public Services (APS) Capability Profile

[APS4 Capability Profile](#)





Professional knowledge and skills

- Knowledge of human rights issues and federal human rights and anti-discrimination law, including workplace sexual and sex based harassment and discrimination, and complaint/regulatory procedures, or the ability to acquire this knowledge.
- Ability to interpret and apply legislation.
- Sound knowledge of referral pathways to other agencies/regulatory schemes and to other legal support services and the ability to make appropriate referrals.
- Sound analytical skills and the ability to draw on information from appropriate sources and use common sense to analyse what information is important.

Experience, qualifications and accreditations

- Experience in providing quality information to members of the public in a statutory, legal, community or customer service environment.
- Appropriate tertiary qualifications, formal training or equivalent or relevant community experience.

Communication

- Good communication skills (both written and oral) and the ability to communicate with clients with respect, empathy, discretion and utilise a trauma informed approach.
- The ability to structure messages clearly and succinctly, both orally and in writing, and tailor communication style to the audience.
- Ability to represent the Commission in the community and develop and deliver community education presentations.

Judgement, personal integrity and drive

- Ability to manage a high volume workload.
- Takes personal responsibility for accurate completion of work and seeks guidance when required.
- Anticipates issues and problems which could impact on designated tasks and identifies risks.
- Maintains effective performance levels, even in challenging or difficult circumstances.

Relationships and interpersonal skills

- Builds and sustains positive relationships.
- Treats people fairly and equitably and is transparent in dealings with them.

Computer skills

- Proficient word processing and computer skills and familiarity with computer based information and data systems.

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

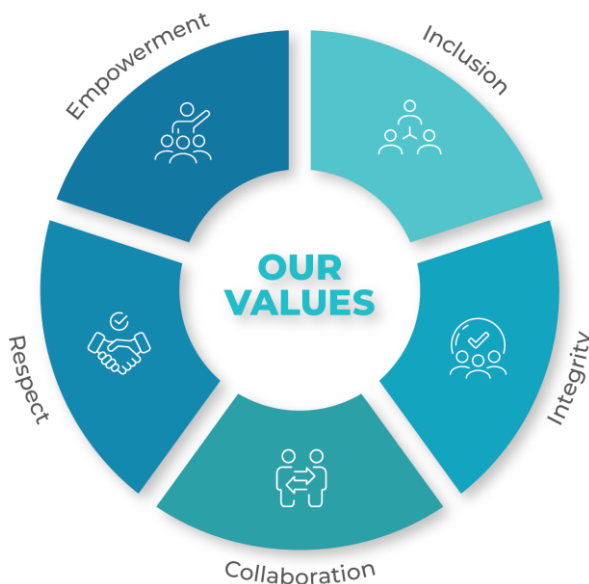
Working at the Commission

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

