

Position Description

Team Leader, Investigations

Position title:	Team Leader Investigations
Position number:	DJ3266
Group:	Courts, Civil and Criminal Law
Business Unit/Branch:	Office of the Public Advocate
Classification:	VPS 5.2
Employment status:	Ongoing, full-time
Position reports to:	Manager, Advice and Response
Work location:	11/222 Exhibition Street, Melbourne
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ROLE PURPOSE

The role of a Team Leader Investigations, Advice and Response Program

- Manage complex and high-priority investigations following referral from the VCAT or own motion investigations from the Public Advocate and the writing of reports for VCAT or other Courts.
- Ensure delivery of high-quality and effective service outputs through oversight of all investigations conducted within the investigations team following referral from the VCAT or own motion investigations from the Public Advocate.
- Provide professional leadership, supervision, support and implementing the performance appraisal process to a team of investigators and investigation support officers.
- Practice leadership and critical enquiry: leads planning, review and management of issues and work practices and development in line with changes in business operations, statutory requirements, internal OPA guidelines and ensure awareness and implementation of new practice/process into work processes of team to facilitate consistent and high-quality responses.

The Office of the Public Advocate (OPA) is an independent statutory office accountable to the Victorian Parliament which, has been established to protect the rights and enhance the position of people with disabilities in Victoria. OPA is a human rights organisation that promotes the diversity and inclusion of all people. OPA's vision is of a just and inclusive society that values and respects people from all walks of life and ages. OPA promotes a workplace culture where disability, and diversity of gender identities, sexualities, faiths, ethnicities, and abilities are respected. OPA values a range of experience in its employees, including professional, volunteer and lived experience.



One of the principal functions of the Public Advocate, upon referral from the Victorian Civil and Administrative Tribunal (VCAT), is to conduct investigations in respect of applications before VCAT for guardianship or administration, orders concerning enduring powers of attorney and special medical procedures.

The scope of the investigation varies depending upon the referral made by the VCAT, but typically includes considerations as to whether a person has a disability within the meaning of the *Guardianship and Administration Act 2019*, whether they are in need of assistance to manage their finances or whether they are in need of assistance concerning their personal matters, such as where they should live. In most instances, an investigation will be concluded following the provision of a report to VCAT addressing the original referral questions.

The Investigations team at OPA comprises of a Team Leader, Investigations Officers and an Investigations Support Officer.

In conjunction with the Manager, Advice and Response, this position is responsible for managing all investigation referrals and providing professional leadership, supervision and support to the investigation team. The positions will work collaboratively with the Manager Advice and Response to strengthen investigations processes, provide effective service delivery and support to the Investigations team.

A team leader has a fundamental role in ensuring the integrity of the office, in ensuring their team members act in accordance with the limits of their statutory authority, in supporting their staff and in the provision of a quality service.

KEY ACCOUNTABILITIES

- Oversight of all investigations conducted within the investigations team following referral from the VCAT or own motion investigations from the Public Advocate to ensure high-quality reports. Manage complex and high-priority investigations following referral from the VCAT or own motion investigations from the Public Advocate and the writing of reports for VCAT or other Courts.
- Effectively supervise and provide professional leadership to a team(s) by:
 - modelling behaviours integral to good people management and departmental values
 - supporting individuals to achieve their potential while maximising their contribution to achieve their goals and outcomes
 - where relevant, support specific improvement objectives in annual improvement plans relating to the area of responsibility
 - building and maintaining positive relationships with peers and stakeholders across the organisation.
 - implementing the performance appraisal process to a team of investigators and investigation support officers
- Manage, interpret and apply business plans and policies in own area of responsibility and provide advice to others on design and implementation issues.
- Resolve operational problems and issues being experienced by team members.
- Provide practice leadership and critical enquiry: lead planning, review and management of issues and work practices as well as ensure developments are in line with changes in business operations, statutory requirements, & internal OPA guidelines. Ensure awareness and implementation of new practice/process into business-as-usual standards for this team that facilitates consistent and high-quality work.

- Provide technical or other advice on the preparation of reports for VCAT or other Courts.
- Contribute to the leadership of the Advice and Response Program, including attendance and engagement at team leader meetings, leadership forums, and development of contemporary practice and resources.
- Use data insights to lead the team and ensure effective work practices, including in managing the workflow within the program, to ensure equitable allocation of matters to team members and in such a way as to facilitate the efficient operation and evaluation of the program as a whole.
- Provide advice and assistance to the Manager Advice and Response and the Director of Adult Protection and Advocacy in the development and implementation of policy and practice standards and guidelines particularly in relation to investigations, but also where appropriate to guardianship and advocacy matters.
- Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements. Ensure that Investigation team are aware of their responsibilities in relation to records management & security and are using these standards consistently and appropriately.
- Take reasonable care for your own and your team's health and safety as well as for others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.
- Demonstrate how the actions and outcomes of this role and work unit impact clients and the department's ability to deliver, or facilitate the delivery of, effective support and services.
- As needed participate in specialist speaking engagements.
- Other duties as directed by the Manager Advice and Response and the Director of Adult Protection and Advocacy.

KEY SELECTION CRITERIA

Technical Expertise

- Substantial and recent experience in conducting complex investigations.
- Demonstrates high-level cognitive and investigation skills, including conducting interviews, developing investigation plans, obtaining and analysing evidence and preparing formal investigation reports.
- Demonstrates extensive knowledge and highly developed skills in the Victorian human services sector, particularly in relation to the NDIS, mental illness and aged care service systems.
- Demonstrated experience in the management of staff
- Ability to manage time effectively and efficiently as well as balance a range of competing priorities.
- Understands the issues relating to disability, including mental illness and age-related disability and the intersection with the relevant legislative responsibilities that OPA operates under, for example *The Guardianship and Administration Act 2019*.

Personal Attributes

- **Resilience:** Keeps self and others calm when under pressure; is decisive and charts course of actions enabling teams to resolve a challenging situation.

- **Developing others:** actively seeks to improve others' skills and talents by providing constructive feedback coaching and training opportunities; empowers others by investing them with the authority and latitude to accomplish tasks; appropriately delegates responsibilities to further the development of others.
- **Drive and commitment:** enthusiastic and committed; demonstrates capacity for sustained effort and hard work; sets high standards of performance for self and others; enjoys a vigorous and dynamic work environment.
- **Self-awareness:** Coaches others to improve level of self- awareness. Leverages emotional intelligence to create a safe space for sensitive conversations which leads to increased level of people engagement. invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.
- **Promote Inclusion:** Establishes a workforce that is diverse and takes advantage of relevant knowledge and skills; creates opportunities to improve knowledge of teams in the area of diversity and inclusion.

Meaningful Outcomes

- **Systems Thinking:** Diagnoses trends, obstacles and opportunities in the internal and external environment that connect to own work and teams work; coaches others in using systems thinking to solve problems and create solutions; understands the linkages between systems and communities to inform policy; conceptualises and defines the systems working within the organisation.

Enabling Delivery

- **Critical Thinking and Problem Solving:** Takes into account wider business context within business unit when considering options to resolve issues. Identifies recurring problems and prevents future recurrence by integrating solutions into work process. Delivers tangible business outcomes as a result of critically evaluating problems from multiple perspectives and delivering effective solutions.

Authentic Relationships

- **Interpersonal Skills:** Detects the underlying concerns, interests or emotions that lie behind what is being said and done; presents as genuine and sincere when dealing with others; projects an objective view of another's positions; uses understanding of individuals to get the best outcomes for the person and organisation.
- **Managing Difficult Conversations:** Seeks and evaluates options to resolve problems; negotiates agreed actions to deal with problems; coaches others in negotiation.
- **Stakeholder Management:** Identifies issues in common for one or more clients or stakeholders and uses them to build mutually beneficial partnerships; identifies and responds to stakeholder's underlying needs; uses understanding of the stakeholder's organisational context to ensure outcomes are achieved.



People Leadership

- **Managing People:** Holds self and team accountable to public sector values and agreed performance standards; supports achievement of outcomes by anticipating and resolving issues; establishes and implement actions to increase level of people engagement; creates opportunities for recognising performance.
- **Team Management:** Ensures staff are productively deployed through effective workforce planning practices. Translates organisational strategy into workforce requirements (e.g. roles, team structures, capabilities). Takes actions to optimise workforce effectiveness.
- **Leadership:** builds team commitment by demonstrating personal conviction; translates organisational strategy into meaningful long-term plans and objectives for own area of responsibility; motivates others to deliver against goals.

Qualifications

- A relevant tertiary qualification is desirable. Relevant qualifications could be in advocacy, disability, human rights, law or policy.

IMPORTANT INFORMATION

- The salary range for this position is set out in the Victorian Public Service Enterprise Agreement 2024. Please refer to the Department of Treasury and Finance website (dtf.vic.gov.au) for further information.
- Department policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade. Any above base requests require sign off by an executive delegate and will be by exception only or where required to match the current salary of Victorian Public Service staff transferring at-level.
- If you have previously left the VPS on a departure/ separation package, employment restrictions may apply.
- You may be required to mobilise to other areas to support priority projects or programs.
- The department is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees.

SAFETY COMMITMENT

- Staff safety commitment - Actively participate in health, safety, and wellbeing (HSW) programs and proactively report on all HSW incidents through the Justice Incident Management System (JIMS) to embed and support a strong safety-first culture that supports the HSW Strategy's vision of "a workforce that thinks safety and works safely".



- Manager safety commitment - Create and maintain a working environment, that takes a zero-tolerance approach to unsafe practices and behaviours, which supports the HSW Strategy's vision of "a workforce that thinks safety and works safely".
- Child safety commitment - The Department of Justice and Community Safety is committed to the safety and wellbeing of children and young people. We seek to prevent harm of any kind impacting children and young people and have zero tolerance for racism, child abuse and inequality. Children and young people's rights, relationships, identity, and culture must be recognised and respected, their voices heard, and their concerns acted upon. We aim to foster a culturally safe, child safe and child friendly environment for all children and young people we have contact with, deliver services to, or are impacted by our work.

PRE-EMPLOYMENT CHECKS

All appointments to the Department of Justice and Community Safety are subject to reference checks, pre-employment misconduct screening and Nationally Coordinated Criminal History checks. Some positions may also be subject to a Declaration of Private Interests (for executive and responsible officer roles), medical checks, and/or 'Working with Children Check.'

If the position is based in a prison, youth justice facility or community corrections location, or has offender management responsibilities, employment may be subject to a number of additional pre-employment security and safety checks, including, but not limited to:

- Pre-employment Security and Misconduct Checks (Declaration Form)
- Nationally Coordinated Criminal History Check (NCCHC) and International Police Clearance (if applicable)
- VicRoads Information Check
- Drivers Licence Check(s) (if applicable).

A Nationally Coordinated Criminal History Check and an Australian Entitlement to Work Check is a requirement for all DJCS positions, and these checks require identification documents of either a passport or birth certificate.

For Aboriginal Prioritised or Designated positions, a Certificate of Aboriginality (CoA) will be required prior to an offer of employment being made.

Aboriginal and Torres Strait Islander applicants are welcome to utilise support from the Aboriginal Recruitment Team throughout the recruitment process. Aboriginal candidates are encouraged to contact Aboriginalrecruitment@justice.vic.gov.au if they would like cultural support and guidance through the application process..

VALUES AND BEHAVIOURS

Department of Justice and Community Safety employees are required to demonstrate commitment to:



The Victorian Public Sector Values: responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.

The Environment: The department is committed to minimising its environmental impact and requires all staff to comply with its environmental policy.

Recordkeeping: The department is committed to good recordkeeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.

Diversity: The department values an inclusive workplace that embraces diversity and strongly encourages applications from Aboriginal people, people with disability, people from the LGBTIQ community, and people from culturally diverse backgrounds.

FURTHER INFORMATION

Please visit the Office of the Public Advocate website (www.publicadvocate.vic.gov.au) for information about the organisational structure and annual reports and about the Department on the [Department of Justice and Community Safety website](http://www.justice.vic.gov.au) (<http://www.justice.vic.gov.au>) for information on:

- Organisational values and structure
- Our policies such as privacy and conflict of interest
- The Victorian Public Service (VPS) code of conduct
- Our commitment to the safety and wellbeing of children.