POSITION DESCRIPTION

Role Title:	Indigenous Cadet
Position Number:	100029
Work Unit/Division	Complaints – First Nations
Classification:	VPSG 2.1
Salary Range:	$62,104 to $70,930 per annum, plus 12% employer superannuation contribution
Employment Type:	Fixed Term – 12 months
Position Reports to:	Manager, Complaints – First Nations
Location:	Level 2, 570 Bourke Street, Melbourne 3000

About Us

The Victorian Ombudsman (VO) provides a free, independent, accessible and impartial service to the public. Our purpose is to ensure fairness for the public in their dealings with the Victorian public sector, to improve public administration, and engage within both public organisations, the government sector and the broader community. The *Ombudsman Act 1973* (Vic) is the governing legislation.

The VO's role is to ensure that the services of state and local government, and other public organisations are delivered in a fair and reasonable manner that is compatible with the *Charter of Human Rights and Responsibilities Act 2006* (Vic) and that human rights have been taken into consideration in decision making.

As a sworn member of Ombudsman staff, the incumbent will faithfully and impartially perform the duties of office of Ombudsman and will not divulge, except according to law, any information received in the performance of those duties.

About the Role

Reporting to the Manager Complaints - First Nations, the Indigenous Cadet role provides a structured pathway for a First Nations student to gain experience within a statutory oversight environment while providing targeted support to the First Nations team's priority projects and broader First Nations work across the organisation. The responsibilities of the role are to:

1. Support the implementation of the First Nations Complaint Handling Strategy
2. Undertake administrative tasks, including data entry into Resolve in relation to new respondents
3. Confirm key liaison contacts for Aboriginal Community Controlled Organisations (ACCOs) and new Treaty Authorities
4. Support the Manager, Complaints – First Nations and Senior Complaint Resolution Officer – First Nations with external stakeholder engagement as required
5. Support cultural calendar mapping and preparation for significant events

6. Support the review of data trends, case studies and systemic issues raised by First Peoples to inform strategic priorities and new committee functions such as Compass and Radar
7. Support and coordinate logistics for training sessions
8. Scope, research and support communication with other states, territories and jurisdictions about their policies and practices specific to First Nations communities
9. Undertake other tasks as required by the First Nations Complaints team and First Nations Focus Area

Core to your success in this role is the ability to obtain a strong understanding of the *Ombudsman Act 1973*.

This role is an identified position available for Aboriginal and Torres Strait Islander applicants only. The position is classified under 'special measures', section 12 of the Equal Opportunity Act 2010.

Key Success Measures of the Role

Behaviours

1. Contribute to the integrity, credibility and independence of the office by modelling the Victorian Public Service, VO values.
2. Actively pursue learning and development opportunities that align with VO's goals.
3. Contribute to continuous improvement by participating in meetings and sharing lessons learned.

Operational excellence and service innovation

1. Assist in delivering First Nations team priorities and quality work outputs within agreed timeframes.
2. Exercise judgment in identifying and reporting potential issues that may affect delivery of assigned First Nations work and projects.
3. Develop an understanding of the Victorian Ombudsman Act (1973) and associated policies.
4. Establish and maintain constructive relationships across VO and, where required, support relationships with First Nations stakeholders and community organisations.

Key Selection Criteria

1. Indigenous students who are in the final year of their degree
2. Ability to use initiative and sound judgment when undertaking assigned work and identifying potential issues
3. Confidently apply established methodology to practical situations
4. Promote a culture of inquiry by sharing learning and knowledge
5. Model collegiality, resilience and commitment to the VO values
6. Commit to working at least 2 days a week during business hours

Capabilities:

Knowledge and Skills	Capability Description
Interpersonal Skills	Recognise and regulate one's emotions; understands interests and emotions of others achieve best outcomes possible in an authentic manner
Stakeholder management	Identify stakeholders impacted by decisions, takes steps to keep interested parties engaged while managing expectations on outcomes
Project Delivery	Define work activities required to deliver against outcomes intended in line with agreed timeframes, resources and ways of working.
Communicate with impact	Use various communication media to convey information, leads and insights in ways that maximises understanding of key messages; Possess good written and verbal communication skills

Critical Thinking and Problem Solving	Objectively analyse and evaluate available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.
Interpersonal Skills	Recognise and regulate one's emotions; understands interests and emotions of others achieve best outcomes possible in an authentic manner
Digital and Technological Literacy	Integrate digital and technological developments in design and delivery of relevant policies, programs and services.
Personal Qualities	**Capability Description**
Self awareness	Has conscious understanding of the impacts of own behaviours, emotions, and thought processes; takes action to improve personal effectiveness
Outcomes Thinking	Think and work in different ways to create better public value for Victorians; Establish ways to clearly and effectively measure the impact of government activity
Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations
Flexibility and adaptability	Adjust approach in line with changing priorities, is open to acquiring and developing skills and knowledge, adapt to new ways of working or organise work to deliver results
Working collaboratively	Builds trust and rapport with others; Sets common goals through a high degree of empathy; Display willingness to share control and responsibility with peers the service, external partners, and community) in the delivery of work and outcomes
Promote Inclusion	Embrace diversity, draw on insights into the community's beliefs, needs, and values to inform required actions

Responsibilities:

Environmental: VO is committed to lead by example, through environmentally sustainable practices in our workplace and activities.

OHS: Under section 25 of the *Occupational Health and Safety Act 2004* employees must take reasonable care of their own health and safety and that of others and cooperate with their employer in the workplace.

Recordkeeping Responsibilities: As an employee of the officer in charge of a public office, full and accurate records of the business of the office must be kept in accordance with Section 13(a) of the *Public Records Act 1973*.

Other relevant information:
All appointments to Victorian Ombudsman are subject to reference checks, pre-employment misconduct screening, Working with Children and criminal record checks.

Mandatory checks include:

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.
- The successful applicant will be employed pursuant to the Victorian Public Service Enterprise Agreement 2024 and VO's relevant policies.

- Appointments will be subject to a National Police Check and Working with Children Check
- Completion of a conflict of interest and declarable associations form.
- Satisfactorily complete (as per legislation) a:
    - Statutory Declaration for recruitment purposes
    - Confidentiality Declaration
- All new employees are required to take an oath or affirmation on commencement.
- All new employees will refrain from engaging in any other remunerative employment without the explicit prior consent of the Ombudsman.

VO Values: Our values support our work towards a constructive culture. They act as a compass for how we work together and with others.

Fairness

- We pursue fairness in our work.
- We keep people at the centre of decision making and seek to address inequity.
- We treat each other and everyone with dignity, respect and compassion.

Impact

- We make intentional choices to bring about meaningful and enduring change.
- We work with those we oversight to develop innovative solutions to improve the lives of Victorians.
- We bring creativity and curiosity to our work.

Trust

- We build trust with the community and government by listening and acting with independence and integrity.
- We strive to be a valued voice in improving public administration.
- We work in a spirit of openness and collaboration to support a constructive workplace culture.

All VO employees comply with the Victorian Public Sector Employees of Special Bodies values. These values require that public officials demonstrate responsiveness, integrity, impartiality, accountability, respect, leadership, and that they respect and promote human rights.