

## POSITION DESCRIPTION

<b>Position Title:</b>	Complaints Resolution Officer
<b>Position Number:</b>	100068
<b>Work Unit/Division:</b>	Complaints, Operations
<b>Classification:</b>	VPSG 4.1
<b>Salary Range:</b>	\$97,955 to \$111,142 per annum plus 12% employer superannuation contribution
<b>Employment Type:</b>	Ongoing
<b>Position Reports to:</b>	Manager, Complaints
<b>Location:</b>	Level 2, 570 Bourke Street, Melbourne Vic 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.

### About the Role

The Complaints Resolution Officer (CRO) is a frontline complaint handler within the Victorian Ombudsman's Complaints Group. The CRO is responsible for resolving complaints about Victorian public sector agencies through empathetic engagement, early resolution, conciliation and appropriate escalation. The CRO plays a critical role in ensuring that every person who contacts the VO — including those experiencing vulnerability, marginalisation or complex needs — receives a fair, accessible and high-quality service.

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

### Key Accountabilities

- Handle complaints received in writing, by telephone and in person in accordance with jurisdiction, procedural fairness principles and the *Ombudsman Act 1973*.
- Apply early resolution skills and interest-based problem-solving to resolve complaints at first contact or at the earliest appropriate stage, prioritising informal resolution over formal process.
- Lead and co-facilitate face-to-face and online conciliation meetings with complainants and public sector representatives.

- Engage empathetically and using trauma-informed practices with complainants, recognising signs of distress and adapting communication style accordingly.
- Identify and respond appropriately to complainants experiencing vulnerability, including financial hardship, family violence, mental illness, disability, or cultural and linguistic diversity.
- Triage, prioritise and escalate complaints based on complexity, urgency, risk, strategic importance and complainant vulnerability.
- Engage in a culturally safe and responsive manner, including with Aboriginal and Torres Strait Islander peoples and people from CALD backgrounds.
- Assess complainant needs and apply judgement in determining appropriate action, resolution tools or referrals.
- Identify, escalate and present on systemic and strategically important issues through the complaints process.
- Participate in QA activities including peer review, case discussion, file auditing and internal audits — and actively contribute to team learning from these activities.
- Maintain accurate, timely and complete case records using the VO's case management systems.
- Produce accessible, clear and accurate written correspondence for complainants and public organisations at the standard required by the VO.
- Actively contribute to community outreach, Domains, internal/external training and policy development.
- Build and maintain positive relationships with internal and external stakeholders.

### **Key Selection Criteria**

1. Demonstrated experience in complaint handling, dispute resolution or a high-volume or similar access to justice service environment.
2. Demonstrated understanding of administrative law principles, procedural fairness and human rights, or ability to quickly acquire this knowledge.
3. Ability to apply early resolution and interest-based problem-solving skills to resolve matters at first contact, including by telephone.
4. Demonstrated ability to engage empathetically with people in distress, applying trauma-informed communication practices.
5. Demonstrated understanding of, or ability to identify and respond to, consumer vulnerability including financial hardship, family violence, disability and CALD needs.
6. Excellent verbal and written communication skills, including demonstrated ability to communicate accessibly with people experiencing marginalisation, low literacy or complex communication needs.
7. Strong analytical thinking and problem-solving ability including decisiveness and sound judgement.
8. Ability to work autonomously and productively within a team-based setting, managing competing priorities.

9. Sound interpersonal and negotiation skills with ability to engage and influence public organisations toward resolution.
10. High degree of initiative, integrity and discretion when dealing with confidential and sensitive matters.
11. Demonstrated ability to engage in a culturally safe and responsive manner.

## Capabilities

Knowledge and Skills	Capability Description
Customer focus	Understand customer needs, apply skills, knowledge and experience to deliver high impact services that address those needs.
Communicate with impact	Use various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages; Posses good written and verbal communication skills.
Influence and persuasion	Adapt the content style and message or tone of communications to suit the audience to gain agreement to proposals and idea using an effective written and verbal communication skills.
Managing difficult conversations	Work with others to manage differences in opinions, interests, and communication issues to reach agreement.
Interpersonal Skills	Recognise and regulate one's emotions; understands interests and circumstances of others to achieve best outcomes possible.
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.
Personal Qualities	Capability Description
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
Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations.
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.
Digital and technological literacy	Integrate digital and technological developments in the design and delivery of relevant policies, programs and services.

## 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.

**Values:** 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.