

## POSITION DESCRIPTION

<b>Position Title:</b>	Manager, Complaints – First Nations
<b>Position Number:</b>	100341
<b>Work Unit/Division:</b>	Complaints, Operations
<b>Classification:</b>	VPSG 5.2
<b>Salary Range:</b>	\$124,888 to \$136,747 per annum plus 12% employer superannuation contribution
<b>Employment Type:</b>	Ongoing
<b>Position Reports to:</b>	Senior 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

Reporting to the Senior Manager – Complaints, the Manager, Complaints - First Nations oversees and supports culturally safe complaint handling, assessment, resolution, and works across the Victorian Ombudsman to lead complex projects and functions with a focus on First Nations people.

The role undertakes strategic projects, and stakeholder engagement in the Complaints Group and the broader organisation to drive and support changes to increase our cultural capability and safety and support the implementation of the Treaty process and associated changes.

Core to your success in this role is the ability to obtain a strong understanding of government services, complaint handling practices and human rights and develop and maintain relationships, collaboration and partnerships with First Nations people organisations such as First People's Assembly, Treaty Authority ACCOs and ACCHOs.

The role will manage the Senior Complaints Resolution Officer - First Nations, and work with the complaints leadership team to support VO staff to deliver inclusive and culturally sensitive services.

***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 Accountabilities**

- Lead complex projects and initiatives to improve cultural capability and safety in the Complaints Group and Victorian Ombudsman more broadly, including co-managing the First Nations focus area.
- Manage the Senior Complaints Resolution Officer - First Nations and work with the complaints leadership team to support VO staff to deliver inclusive and culturally sensitive services.
- Consult on complex and culturally sensitive complaints and undertake associated analysis and reporting.
- Support the Service Excellence team's activities in assessing the quality of complaint handling and decision-making of Complaints Resolution Officers with a focus on First Nations complainants.
- Work with VO's engagement team to develop and maintain relationships, collaboration and partnerships with First Nations people organisations such as First People's Assembly, Treaty Authority ACCOs and ACCHOs.
- Lead and support broader initiatives in the Victorian Ombudsman relating to Treaty Implementation, self-determination and data sovereignty.
- Prepare and present briefings for the Director, Complaints and other Executive on matters of strategic operational significance regarding First Nations people.
- Influence negotiations with stakeholders and work with the engagement area to advance organisational goals outlined in the Ombudsman's Annual and Strategic Plan.

### **Key Selection Criteria**

1. Demonstrated understanding of high-level strategies and policies relevant to First Nations people of Victoria.
2. An understanding of the human rights issues affecting First Nations people.
3. An ability to communicate sensitively and effectively with First Nations people.
4. Managerial experience in a high-volume, sensitive and dynamic environment.
5. Relevant and recent leadership experience in complaint handling or a similar service-delivery environment with a focus on First Nations people.
6. High level cognitive, analytical, problem solving and research skills, including demonstrated lateral thinking.
7. Proven ability to manage and/or contribute to complex projects, and experience leading staff to achieve organisational strategic priorities.
8. Demonstrated interpersonal, communication and negotiation skills, with an ability to establish and maintain productive relationships with, and influence, internal and external stakeholders on sensitive and complex matters.

9. Ability to work in collaboration with other managers to coach and mentor employees and work as part of a collaborative and professional team in a way that supports and promotes VO's cultural values.
10. Familiarity with regulatory and/or public sector environments, and familiarity with working with legislation, or a demonstrated ability to quickly acquire such knowledge.

## Capabilities

Knowledge and Skills	Capability Description
Managing People	Builds on organisational culture in line with public sector values; Respects the dignity and rights of others; Inspires commitment of others towards goals and vision of the organisation; Drives a positive organisational culture; Promotes and maintains the wellbeing and motivation of others.
Partnering and Co-creation	Build effective partnerships with the client/customer/community throughout problem solving process to gain critical insights and develop effective solutions.
Interpersonal skills	Recognise and regulate one's emotions; understands interests and emotions of others to achieve best outcomes possible in an authentic manner.
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.
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.
Policy design and development	Draw on data, evidence and insights to inform policy (or solutions in general) development; designs services to meet client and community needs; Articulate the value of solution(s) proposed, resources required to gain support required.
Project Delivery	Define work activities required to deliver against outcomes intended in line with agreed timeframes, resources and ways of working.
Strategic Planning	Consider the needs of the stakeholders, organisation, national and global developments to articulate actions that addresses immediate and future needs of the community.
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.
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 values for Victorians; Establish ways to clearly and effectively measure the impact of government activity.
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.

## 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.