

Role Description

Assessment Support Officer

Agency	Health Care Complaints Commission (HCCC)
Division/Branch/Unit	Assessments & Resolutions
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	27/04/2018

Agency overview

The Health Care Complaints Commission (HCCC) is an independent statutory body set up under the Health Care Complaints Act 1993. The Commission has a unique role and plays a central part in maintaining the integrity of the NSW health system, with the overarching consideration of protecting the health and safety of individuals and the community.

The work of the Commission is a key element of the NSW Government's priority to improve health service delivery in NSW. The Commission's focus is broader than public hospitals – it deals with the full spectrum of health services, including private hospitals, imaging and radiation services, medical centres, general practitioners and all registered and non-registered providers and allied health services.

The Commission is guided by the need for a system of complaints handling which is primarily customer focused, accessible, responsive, transparent and accountable.

Primary purpose of the role

The primary purpose of this position will be to assist in the effective and timely management of complaints received by the Commission through administrative support of matters that can be immediately assessed (upfront assessments) and/or Informal FastTrack Assessment of complaints.

The role is particularly involved in actions that will:

- Enable rapid resolution or discontinuation of matters that are triaged as suitable for informal FastTrack assessment;
- Finalise complaints that require immediate administrative actions to complete rather than full assessment;
- Record and file triaging decisions made by the Director or Managers;
- Systematise recording of assessment decisions;
- Support improvements in quality and cleansing of complaints data;
- Ensure that there is effective and timely action on decisions made at consultation meetings with professional councils.

The role holder will provide information to complaint stakeholders about the Commission and the assessment process and also deal with organisations that are relevant to the complaint in order to facilitate efficient complaints handling.

Key accountabilities

- Managing a caseload of complaints in an effective and organised way.
- Make informal inquiries and adopting strategies for resolving lower level matters that are determined in the triaging process to be suitable for Informal FastTrack assessment.
- Take the administrative actions necessary to enable timely assessment of matters where the material available or able to be quickly gathered means that the matter is triaged for upfront assessment (e.g Section 150 referrals, Justice Health matters with no clinical care issues evident, self-notifications, and complaints that are triaged as frivolous, vexatious or not made in good faith).
- Preparing written briefs that accurately and impartially summarise the complaint, the information collected and recommend an appropriate decision.
- Support the Assessments Managers and Executive Director with complaint intake and triaging.
- Assist in establishing and maintaining systems for effective assessment and recording of assessment decisions.
- Monitoring and managing timely processing of incomplete complaints and submission of these to triaging process.
- Participate in recording and monitoring completion of actions arising from consultation processes with professional councils.
- Follow up and respond to inquiries from professional councils and other complaint stakeholders.
- Ensure data integrity through review of routine data checks and correction of errors or missing information.
- Prepare reasons for the Commission's decisions and provide written advice for reasons for the decision.

Key challenges

- The number of complaints received by the Commission continues to grow year on year. This means that the Commission is continually streamlining and refining its processes to deal with the volume of complaints received in an efficient way and in accordance with the legislated requirement to finalise complaints within 60 days.
- A high proportion of these complaints is potentially able to be addressed quickly, including by resolving the matter through quick, informal communication and discussion.
- The ability to achieve a quick resolution through informal means relies on both complainants and providers being available and willing to communicate. This can be difficult to achieve.
- Maintaining a professional approach at all times when dealing with members of the public is essential. In some cases complainants will be angry and distressed at their experience and this can make the objective of achieving a suitable outcome very difficult, and in some cases impossible, to achieve.
- In other cases a matter is able to be assessed using the material available in the complaint, without the need for gathering further material or responses- this is known as upfront assessment. There are a number of different types of complaints that are suitable for upfront assessment and maintaining a structured approach to managing the different categories and the decisions and administrative actions that apply to each category is important, as this will determine the relevant administrative actions required to enable the assessment to occur and be finalised.

- The volume of matters means that it is necessary to work independently on a number of tasks for a variety of people at any given time.
- Prioritising work, balancing priorities and ensuring that strict deadlines are met whilst maintaining a high quality of service.
- The role deals with confidential and sensitive information, therefore the officer must be compliant with the HCCC Code of Conduct and legislation requirements in maintaining confidentiality.

Key relationships

Who	Why
Internal	
Director and Managers of the Division and members of the team	<ul style="list-style-type: none"> • In providing the various support services, the Assessment Support Officer liaises within the Commission in order to carry out tasks and provide or receive information.
Resolution team	<ul style="list-style-type: none"> • Advice on matters to be recommended for resolution and if required to assist in the Commission's Inquiry Service
External	
Complaint Stakeholders	<ul style="list-style-type: none"> • Complainants and healthcare providers when they make enquiries about the progress of the complaint and when gathering information in relation to the complaint.
Members of the public	<ul style="list-style-type: none"> • Communicate with members of the public through the Commission's Inquiry service to provide information and advice as required.
Staff of professional councils (e.g. HPCA) and other relevant organisations	<ul style="list-style-type: none"> • Organisations that may be able to provide information relevant to the assessment of the complaint. • To facilitate inter-agency cooperation and the necessary exchange of information pursuant to the Commission's legislation

Role dimensions

Decision making

The Assessment Support Officer does not have autonomous decision making, but is required to exercise discretion and work within strict methodological boundaries, deadlines and instructions as directed through the triaging and monitoring process.

Reporting line

This role reports directly to a designated Manager, Assessments and/or Senior Assessment Officer.

Direct reports

This role has no direct reports.

Essential requirements





The HCCC has a unique and critical part to play in maintaining the integrity of the NSW health system. As such, it is an essential requirement that all prospective employees are able to carry out their duties in an honest and consistent way, with uncompromising adherence to strong moral and ethical principles and values.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Plan and Prioritise	Foundational	<ul style="list-style-type: none"> • Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology