

# ROLE DESCRIPTION

## Senior Investigator

<b>Cluster</b>	Stronger Communities	
<b>Department</b>	Department of Communities and Justice	
<b>Division/Branch/Unit</b>	Corporate Services/People Division/Professional Standards and Investigations	
<b>Location</b>	Sydney (Long Bay Correctional Centre and other approved DCJ Workplaces)	
<b>Classification/Grade/Band</b>	Clerk Grade 7/8	
<b>Role Number</b>	Various	
<b>ANZSCO Code</b>	224999	
<b>PCAT Code</b>	1239192	
<b>Date of Approval</b>	26 April 2021	<b>Ref: CS0331</b>
<b>Agency Website</b>	<a href="http://www.dcj.nsw.gov.au">www.dcj.nsw.gov.au</a>	

***This role description applies to multiple roles across DCJ. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

### Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

### Primary purpose of the role

Conduct assessments and investigations, including security investigations and critical / targeted investigations as directed by Investigations Manager, in a professional and effective manner in accordance with the legislative requirements, available methodologies and organisational guidelines to enhance internal control through review and formulation of systems and policies for the protection of the public interest and identification of risks.

### Key accountabilities

- Conduct timely investigations into matters of interest and sensitive incidents and provide evidence-based reports and/or findings for senior management review that may lead to development of systems and policy for increased internal controls.
- Conduct analytical risk-assessments and prepare reports and/or findings for systems and procedural deficiencies and also for the Professional Standards Committee (PSC)'s consideration prior to moving on any proposed disciplinary actions.

- Alert the branch senior management on any contingency and incidental issues that may emerge as part of the investigations, whether or not requiring the involvement of external agencies for resolution.
- Deliver individually or as part of a work team, high quality customer service to support the achievement of business unit outcomes and maintain strict confidentiality and integrity over sensitive information.
- Provide advice, recommendations and statistics to senior management on matters for sound decision making purposes.
- Ensure business activities are completed in line with legislative and policy requirements for the effective operation of the Investigations Branch and that all information is accurate, stored correctly and accessible only by authorised personnel.
- Monitor and address enquiries, including those that are escalated, to resolve them in a timely and professional manner.

### Key challenges

- Being alert and vigilant to gauge credibility of information provided by sources, which are traditionally considered unreliable.
- Maintaining standards of quality of processes and reports in keeping with the principles of natural justice, fairness and the public interest.
- Meeting individual timeframes in a multiple investigations caseload
- Manage the personal impact of exposure to material in the course of duties which can be of a sexual, graphic and violent nature and may be confronting.

### Key relationships

Who	Why
<b>Internal</b>	
Investigations Manager	<ul style="list-style-type: none"> <li>• Receive guidance, direction and supervision</li> <li>• Liaise regarding allocation and objectives of investigations, timeframes and resources</li> <li>• Provide progress and status reports</li> <li>• Keep informed of emerging or arising issues</li> </ul>
Investigations Team members	<ul style="list-style-type: none"> <li>• Collaborate and exchange information and advice</li> </ul>
Principal Investigator	<ul style="list-style-type: none"> <li>• For operational mentorship and coaching</li> </ul>
Professional Standards	<ul style="list-style-type: none"> <li>• Liaise through Investigations Manager to facilitate progression of investigations and to obtain legal advice</li> </ul>
Executive and Non-executive staff across CSNSW	<ul style="list-style-type: none"> <li>• To facilitate progression of investigations and obtaining assistance for information and access.</li> </ul>
<b>External</b>	
Other public sector agencies, law enforcement agencies, Independent Commission Against Corruption, NSW Ombudsman, NSW Police	<ul style="list-style-type: none"> <li>• Liaise on sensitive and highly confidential investigation matters</li> <li>• Exchange relevant information</li> </ul>
Justice Health	<ul style="list-style-type: none"> <li>• Liaise in relation to inmate health and deaths in custody matters</li> </ul>

## **Role dimensions**

### **Decision making**

The position implements investigations strategies in accordance with the established methodologies and direction / guidance from the Investigations Manager, PSI, ensuring that safety and security of stakeholders and facilities is not compromised. Complex difficulties / issues involving legal implications are referred to the Investigations Manager, PSI for advice / resolution.

### **Reporting line**

Investigations Manager, Professional Standards and Investigations (PSI)

### **Direct reports**

Nil

### **Budget/Expenditure**

Nil

## **Key knowledge and experience**

- Relevant experience in the conduct of misconduct and other investigations in a public sector environment
- Knowledge of the Government Sector Employment Act 2013 (GSE Act), rules of evidence, civil and administrative procedures and the machinery of government

## **Essential requirements**

- Certificate IV in Government Investigations or higher qualification or relevant experience
- Current driver's licence and preparedness to drive a vehicle in the course of performing the role
- Capacity and willingness to be on call and travel at short notice to respond to critical incidents and spend periods away from own residence

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

## **Capabilities for the role**


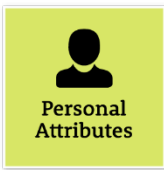

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.



## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	<p><b>Display Resilience and Courage</b></p> <p>Be open and honest, prepared to express your views, and willing to accept and commit to change</p>	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Remain composed and calm under pressure and in challenging situations</li> </ul>	Adept
 <p>Personal Attributes</p>	<p><b>Act with Integrity</b></p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Communicate Effectively</b></p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept





## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Results</p>	<p><b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>• Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
 <p>Business Enablers</p>	<p><b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Identify opportunities to use a broad range of technologies to collaborate</li> <li>• Monitor compliance with cyber security and the use of technology policies</li> <li>• Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>• Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	Adept

## Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	Capability Name	Description	Level
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate