

Role Description

DIOCESE
OF
BALLARAT
CATHOLIC
EDUCATION
LIMITED



CATHOLIC EDUCATION BALLARAT

POSITION TITLE:	Case Coordinator – Complaint Resolution
TEAM LEADER:	Assistant Director, People and Development
TEAM:	People and Development
DATE:	May 2025
CLASSIFICATION:	Commensurate with experience

Organisational Tradition and Context

Diocese of Ballarat Catholic Education Limited (DOBCEL) is the governing authority for 57 DOBCEL Primary and Secondary schools and provides support to a further 6 Diocesan Secondary Colleges across Western Victoria from the Murray to the sea.

At the heart of Catholic Education in the Diocese of Ballarat is our focus on educating the whole person and the fullness of life for all. As a part of our team, you will have the opportunity for a meaningful career, contributing positively to school communities and the lives of our future generations.

Catholic Education Ballarat is committed to the safety, wellbeing and protection of all children and young people in its care.

DOBCEL is an equal opportunity employer. We value a diverse and inclusive workplace representative of the wider communities in which we operate.

Our Vision

As partners in Catholic education and open to God's presence, we pursue fullness of life for all.

Our Mission

We journey towards this vision through:

- Proclaiming and witnessing the Good News of Jesus Christ.
- Ensuring quality learning that promotes excellence and fosters the authentic human development of all.
- Living justly in the world, in relationship with each other and in harmony with God's creation.
- Exploring, deepening and expressing our Catholic identity in diverse ways.
- Enabling each one of us to reflect more fully in the image of God.

Role Purpose

The Case Coordinator – Complaints Resolution is responsible for the structured, timely, and respectful coordination of complaints escalated to Catholic Education Ballarat (CEB) from members of the school community. The role leads end-to-end coordination of each complaint, from intake and triage to resolution and closure, ensuring that matters are handled in accordance with DOBCEL policy, applicable legislation, and procedural fairness. Through effective engagement with principals, parents/caregivers, students, school staff and CEB staff, the Case Coordinator ensures that resolutions are evidence-based, clearly communicated, and appropriately documented.

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Key Responsibilities

It is not the intention of this role description to limit the scope or accountabilities of the position but to highlight the most important aspects. The responsibilities outlined below reflect the role's emphasis on coordination, documentation, and closure of complaints. Responsibilities may be amended in response to evolving organisational needs.

Complaint Intake and Triage

- Triage new complaints to determine the appropriate response pathway in line with DOBCEL policy and complaint categorisation.
- Convene initial case conferences with the Education Consultant and relevant Subject Matter Experts (SMEs), including the Child Safety Manager, Employee Relations Manager, to assign roles and clarify expectations.

End-to-End Case Coordination

- Lead the coordination of each case from receipt to closure, including drafting case plans, coordinating internal and external communications, and maintaining timelines.
- Ensure all actions are evidence-informed and consistent with relevant policies, regulatory frameworks, and procedural fairness.
- Support the identification and engagement of appropriate SMEs and investigators, as required.

Stakeholder Engagement and Communication

- Serve as the primary contact point for complainants, school principals, and CEB stakeholders during the complaint resolution process.
- Prepare high-quality written communication, including outcome letters, requests for information, and briefing summaries.
- Communicate with empathy while maintaining professional boundaries and organisational integrity.

Case Management System Oversight

- Maintain accurate, complete, and timely records within the approved case management system (Polonious).
- Ensure all case actions, decisions, and communications are documented and verifiable.
- Monitor and support the closure of complaints, ensuring appropriate rationale and supporting evidence is captured.

Reporting and Continuous Improvement

- Regularly brief the Assistant Director: People and Development on open cases and potential escalations.
- Identify trends and contribute to system-level improvements in complaint handling, staff training, and policy review.
- Prepare internal reports for the Directorate, Board, and relevant consultative committees.

Escalation Management

- Alert the Deputy Director: Stewardship where there is complainant dissatisfaction, anticipated external escalation, or reputational risk.
- Coordinate the preparation of supporting material where matters proceed to external authorities or legal review.

Skills, Capabilities and Key Selection Criteria

To be successful in this role, the employee needs to have the following skills and capabilities:

- Case coordination: Demonstrated experience in coordinating complex matters from intake to closure, with a strong understanding of procedural fairness and regulatory compliance.
- Organisation and follow-through: Strong time management skills, with the ability to manage multiple open cases concurrently, meet deadlines, and maintain accurate records.
- Analytical and evidence-based decision-making: Proven ability to assess complaints objectively, identify information gaps, and reach sound, well-documented conclusions.
- Communication skills: High-level written and verbal communication skills, including experience drafting formal correspondence, briefing notes, and outcome letters.
- Interpersonal and stakeholder management: Ability to build rapport and manage challenging conversations while maintaining professional boundaries and reinforcing organisational position.
- Improvement mindset: Demonstrated capacity to identify and implement improvements in documentation, workflow, and stakeholder engagement practices.
- Digital literacy and systems proficiency: Confident use of the MS Office suite and other systems for case management (e.g. Polonious) and contribute to reporting dashboards using structured data.

Essential Requirements

The following are the requirements for this position:

- A commitment to work within and actively support the DOBCEL Vision and Mission.
- Tertiary qualification in a relevant field (e.g. Law, Industrial Relations, Education, or a discipline aligned to regulatory compliance, investigations, or dispute resolution, such as policing or regulatory practice).
- Must hold or be prepared to undergo Victorian or National Police Check
- Must hold or be prepared to undergo an employee Working with Children Check (if not VIT registered)
- Current Victorian Driver's Licence (travel to DOBCEL schools may be required)

Responsibilities of all Catholic Education Ballarat Employees

Safeguarding of Children and Young People

All DOBCEL employees must:

- conduct themselves in accordance with the DOBCEL Safeguarding Children and Young People Code of Conduct and the VCEA Commitment to Child Safety.
- take all appropriate action to reasonably protect children and young people, including being aware of all mandatory reporting obligations.

Health and Safety

DOBCEL is committed to providing a work environment that is safe and free of risks to health.

To achieve this all employees must:

- take reasonable care for their own health and safety and the safety of others.
- provide all relevant information regarding any medical condition that may require Emergency Services to be called; or that could impact on their ability to perform their duties.
- not 'intentionally or recklessly interfere with or misuse' anything provided at the workplace.
- report all hazards and incidents as required.

Partnering and Communication

All employees have a responsibility to demonstrate positive and effective communication.

To achieve this all employees must:

- promote a culture of partnering and collaboration.
- ensure appropriate and professional language is demonstrated in every interaction.
- provide timely support to maintain teamwork.
- maintain effective and professional relationships with all internal and external stakeholders.

Performance and Professional Development

All employees have a responsibility to undertake continuous professional development.

To achieve this all employees must:

- participate in regular team meetings as required.
- develop individual action and development plans, aligned to organisational and role priorities.
- participate in performance review processes as required.
- complete all mandatory training required as an employee of DOBCEL.
- comply with all expected professional expectations and codes of conduct as outlined by DOBCEL or the relevant regulatory and professional body.
- continuously update knowledge appropriate to the role.

Policy

- All employees are expected to comply with and demonstrate a positive commitment toward upholding all DOBCEL policies, procedures, and work instructions.