

Role Description



POSITION TITLE:	Case Manager – Complaints Resolution
TEAM LEADER:	Assistant Director People and Development
TEAM:	People and Development
DATE:	October 2023
CLASSIFICATION:	Commensurate with experience

Organisational Tradition and Context

Diocese of Ballarat Catholic Education Limited (DOBCEL) is the governing authority for 58 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 Manager – Complaints Resolution will support the effective and respectful resolution of complaints escalated to CEB from members of the school community through engagement with principals, parents and caregivers, students, and staff in accordance with policy, procedures and regulatory requirements.

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 accountabilities described may be periodically altered in accordance with changing organisational needs. This role will lead end-to-end coordination and complaints from initial receipt and triage and coordinated management through to resolution, including the responsibility to:

- Maintain an effective complaint resolution policy, process, and systems for escalated complaints regarding DOBCEL schools and offices in line with relevant regulatory and legislative requirements.
- Promptly triage and coordinate an appropriate complaint management process for matters escalated (or referred) to DOBCEL and those not appropriate to be handled locally by the school Principal.
- Engage and coordinate required CEB representatives, such as the Education Consultant, Human Resources or Student Wellbeing team, to ensure prompt resolution of the complaint with specialised input and support where needed. This may include developing and overseeing an action plan for ongoing support of all students and staff involved in the complaint.
- Undertake and/or coordinate the investigation of complaints, including liaising with relevant stakeholders to obtain and review relevant information.
- Act as the contact point for the complainant and other key stakeholders in resolving a complaint.
- Manage all written and verbal communication with the complainant regarding managing the complaint and outcomes.
- Escalate complaints about a Principal to the Assistant Director of People and Development.
- Maintain a register of complaints using the agreed case management software for accurate record-keeping and retention requirements with high regard to confidentiality.
- Respond to requests for information (RFI) for student records per the agreed protocol between DOBCEL and the [Diocese of Ballarat](#).
- Establish and maintain appropriate reports based on available data to inform continuous improvement and opportunities for leadership and staff professional development.
- Regularly report to the Assistant Director of People and Development on tracking and managing complaints.
- Advise the Deputy Director – Stewardship promptly where a complainant is not satisfied with the resolution proposed or it is anticipated that the matter may be escalated to the Bishop, Board or external authority.
- Provide reports as required to the Directorate, Board and relevant Board consultative committee.

Skills, Capabilities and Key Selection Criteria

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

- Demonstrated case management experience for complaint resolution, upholding the principles of procedural fairness and natural justice.
- Knowledge of the legal and regulatory framework, preferably including those applicable to the Victorian school system.
- Proficiency in investigating and identifying gaps in information to reach informed decisions.
- Proven conflict resolution and negotiation skills.
- Excellent communication skills (written and verbal) and ability to build and maintain rapport.
- Resilience and the ability to maintain rapport and deal with difficult situations in a professional and empathetic manner to all parties.
- A continuous improvement mindset with a proven track record of process enhancement and pragmatic solutions implementation

Essential Requirements

The following are the requirements for this position:

- a commitment to work within and align with the DOBCEL Vision and Mission;
- relevant tertiary qualification in a related discipline (e.g., Legal or Industrial Relations)
- current Victorian or National Police Check;
- current Working with Children Check (if not VIT registered);
- current Victorian Driver's Licence.

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 CECV 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.