

# Role Description

## Adviser – Quality and Risk

Classification: ASO5

Group: Office of the South Australian Skills  
Commission

Position Number: P57733

Team: Quality and Risk

## About Us

The Department of State Development (DSD) is the South Australian Government's lead economic development agency.

Our mission is to drive sustainable economic growth in South Australia by increasing industrial and workforce capability, capacity, collaboration and resilience. We take pride in hiring the right people for the right jobs and offer an attractive, flexible workplace.

For more information about our agency, please visit:

[Department of State Development | statedevelopment.sa.gov.au](http://statedevelopment.sa.gov.au)

The South Australian Skills Commission (the Commission) is a statutory authority established under the South Australian Skills Act 2008 (SAS Act).

The Commission regulates the state's apprenticeship and traineeship system and advises the Minister for Education, Training and Skills on the quality and performance of Vocational Education and Training (VET) and Adult Community Education (ACE) in South Australia. As part of its role, the Commission provides complaint handling and dispute resolution services for apprentices, trainees, employers and VET students, including international students. The Commission has established ten Industry Skills Councils that support its ministerial advisory role and to act as key points of industry engagement across government.

For more information, please visit: [South Australian Skills Commission | skillscommission.sa.gov.au](http://skillscommission.sa.gov.au)

## About The Role

The Adviser plays a key role within the Commission, working with apprentices, trainees and their employers to resolve disputes, including supporting parties appearing before the South Australian Employment Tribunal (SAET). The role also assists VET students who have a complaint about their education/training provider.

The Adviser brings a specialist case management approach to provision of complaint handling and dispute resolution, providing advice, support, mediation, direct negotiation and advocacy services. This role ensures consistent, high-quality services by developing and maintaining positive, collaborative and enabling relationships with a range of clients to assist parties to resolve disputes.

In this role you will be responsible for ensuring that agreed outcomes are made in accordance with relevant legislation and standards including the SAS Act, the South Australian Skills Regulations 2021 (Regulations) and the South Australian Skills Standards (Skills Standards).

## What you will do (results to be achieved)

1. Deliver complaint handling and dispute resolution services including through mediation, advocacy, negotiation and support, in accordance with the SAS Act, Regulations and Skills Standards including *Standard 12: Complaint Handling, Mediation and Advocacy*.
2. Provide high-level assistance to clients navigating the VET and apprenticeship/ traineeship systems and develop practical strategies to resolve matters at an early stage.
3. Establish and maintain collaborative working relationships with internal and external stakeholders and colleagues to enable coordinated service delivery and referral pathways.
4. Deliver high-quality customer service, including identifying and responding to the diverse needs of clients.
5. Ensure that principles of impartiality, confidentiality, tact and understanding, are applied to all interactions with clients, with initiative and judgement also to be applied in a timely and appropriate manner.
6. Conduct and coordinate mediation, facilitating negotiated outcomes between disputing parties and attempting to resolve complaints and disputes through established mediation processes.
7. Exercise independent problem solving and maintain detailed and accurate records for all complaints and disputes in accordance with the Skills Standards and Commission policies and procedures.
8. Monitor and report alleged breaches of the SAS Act, identifying matters for escalation, as well as emerging trends.
9. Consult with, and refer clients to allied services, government agencies, statutory bodies and industry groups.
10. Support South Australian Employment Tribunal (SAET) processes where they relate to cases involving apprentices or trainees, including supporting clients who are appearing before the SAET.
11. Contribute to and ensure a safe, diverse and healthy work environment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies.
12. Uphold Customer Service Principles and Service Standards in the provision of high quality, consistent and professional service to our customers through being responsive, knowledgeable, timely and respectful in all interactions.

## The Capabilities You Will Bring (key competencies)

### Essential Technical Experience and Knowledge:

#### Case Management:

- Demonstrated experience in deploying a case management approach including managing a case load, keeping detailed case notes and preparation of correspondence.
- Proven knowledge and experience of the apprenticeship / traineeship system and / or VET sector more broadly, including experience in influencing and managing change.
- Ability to identify and manage risk, prioritise action and respond to and resolve cases within established timeframes to ensure timely client service and early resolution opportunities.

#### Complaints Handling and Dispute Resolution:

- Proven experience in delivering customer focused advisory services in a public service or regulatory environment.

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- Proven knowledge of and experience implementing alternate dispute resolution methods including mediation, advocacy, and negotiation relating to sensitive, confidential and complex disputes and complaints.
- Proven ability to undertake research and analyse information, and to interpret and apply legislation in the context of facilitating resolution of disputes.

### **Task management:**

- Demonstrated ability to work autonomously under limited direction and exercise initiative, problem solving skills and sound judgement.
- Demonstrated capacity to manage high volumes of work and changing priorities to meet deadlines.

### **Personal Skills:**

- Strong interpersonal skills, able to build trust and rapport, manage conflict constructively, develop and maintain effective networks, and confidently engage with diverse stakeholders using tact and diplomacy. This includes applying negotiation, mediation, and problem-solving techniques where appropriate.
- High level written and verbal communication skills, including experience in preparing a variety of documents such as briefings, reports and correspondence, and ability to communicate clearly, professionally and with confidence across a range of situations and settings.
- Demonstrated ability to effectively manage sensitive and complex issues, including matters associated with training contracts between employers, apprentices and trainees, while maintaining confidentiality and impartiality and exercising procedural fairness at all times.
- Proven ability to provide exceptional customer service, including responding efficiently and proactively to requests for client assistance and delivering personalised service that reflects the diverse circumstances of each client.
- Strong personal organisation and time management skills, with the ability to manage a dynamic caseload, exercise initiative and sound judgement to determine priorities, maintain accurate records, and meet required timeframes.
- Proven ability to work independently under limited direction and collaboratively within a small team, actively sharing insights, driving continuous improvement, and learning new skills to enhance service delivery.

### **Qualifications:**

- Essential:
- Desirable: Mediation accreditation, a higher education or VET qualification in social services or a related field, or equivalent experience.

### **Reporting / Working Relationships**

- Reports to: Senior Adviser
- Direct Reports: Nil.
- Works with: Manager Quality and Risk; Manager Client Services; Manager Compliance and Investigations; Manager Registration and Compliance.

## DSD Working Conditions

- Compliance with Government legislation, Code of Ethics for the SA Public Sector, DSD policies and procedures, including ethical / accountable resources and information management, WHS and injury management, risk management, and the access / equity / diversity strategies of the public sector.
- Out of hours work may be required.
- Intra state and interstate travel may be required.
- The incumbent may be assigned to another position at this remuneration level or equivalent, including across teams in this Agency.
- The incumbent will be required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.
- The successful applicants will be required to demonstrate they have undergone appropriate assessment prior to being employed
  - National Police Check (NPC)
  - General Employment Probity Check (DHS)
  - Working with Children Check (DHS)
  - Baseline Vetting
  - Negative Vetting 1

## Our Core Values

Be part of a high performing, collaborative, agile and innovative organisational culture. Through a network of multi-disciplinary teams, we operate with internal project structures that enable adaptable, flexible, and agile ways of working. This is underpinned by our Core Values of:

 <p><b>Service</b></p> <p>We proudly serve the community and Government of South Australia</p>	 <p><b>Professionalism</b></p> <p>We strive for excellence</p>	 <p><b>Trust</b></p> <p>We have confidence in the ability of others</p>	 <p><b>Respect</b></p> <p>We value every individual</p>
 <p><b>Sustainability</b></p> <p>We work to get the best results for the current and future generation of South Australia</p>	 <p><b>Collaboration &amp; Engagement</b></p> <p>We create solutions together</p>	 <p><b>Honesty &amp; Integrity</b></p> <p>We act truthfully, consistently and fairly</p>	 <p><b>Courage &amp; Tenacity</b></p> <p>We never give up</p>

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