

Job and Person Specification

Title of Role: Case Receipt Officer

Remuneration Level: ASO3

Business Unit: Forensic Science SA

Type of Appointment:

Division: Finance, People & Performance

Position Number:

Job and Person Specification Approval

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DELEGATE

Primary Purpose

The Case Receipt Officer works within a team responsible to the Team Leader Case Reception for undertaking a range of forensic administration duties. The primary activity ensures the accurate establishment of forensic case files, registration of items/samples received, allocation of appropriate work requests, dispatch of reports and return of items across a diverse range of scenarios. The role requires the application of initiative and judgement in the application of established procedures and a sound knowledge of procedures applying to the range of scientific functions performed at Forensic Science SA.

Reporting Relationships

- Reports directly to the Team Leader Case Reception

Key Relationships/Interactions

- Manager FSSA Administration
- Works with a team of Case Receipt Officers and Administration Officers
- Group Managers and FSSA staff
- SAPOL
- State Coroner's Office
- Office of the Director of Public Prosecutions
- Various Government Departments
- Various members of the public

Key Challenges

- Maintaining expertise and a sound knowledge of a diverse range of Standard Operating Procedures and the various modules of the Laboratory Information Management System LIMS
- Confidently exercising initiative and judgement in the presence of SAPOL Officers and escalating decision making as appropriate
- Ensuring accuracy and attention to detail in situations of high demand
- Managing competing priorities
- Exposure to confronting material
- Accountability for security and integrity of samples received and SAPOL requirements to ensure the chain of custody.



Special Conditions

- Employees are expected to maintain the integrity and security of all information for which they are responsible as a result of employment in the Attorney-General's Department.
- The incumbent must provide a saliva sample for DNA testing and placement on the DNA Quality Assurance Register (QAR) to exclude the possibility of contamination.
- May be required to participate in Hepatitis B vaccination program
- Employment is dependent upon an Extended Police Check (EPC) clearance that the AGD and SAPOL find satisfactory.

AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all work processes.
- Participation in bi-annual performance review and development;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code)
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

Diversity

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves, we are also committed to reconciliation and strongly value First Nation's voices in the community and workplace.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Job Sharing
- Compressed weeks

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform.

The Case Receipt Officer may be assigned responsibilities in other areas to meet operational needs and priorities.



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<p>Contribute to the provision of an efficient and effective Case Receipt Service</p>	<ul style="list-style-type: none"> • Accurately maintaining the submission and the return of items as per agreed policies and acts. • Case records are stored and moved appropriately in accordance with FSSA policies and procedures. • Customer enquiries responded to within appropriate timeframes. • Accurately maintaining various mailboxes within appropriate timeframes. • Detect and resolve discrepancies as required. • Review of SOP's (Standard Operating Procedures) as required. • Creation of QRI's (Quality Requests and Improvements when required. • Rare attendance at court to give evidence. • Included on a roster for answering front counter and telephone enquiries in a prompt and courteous manner with accurate information and relaying of messages to staff. Undertaking photocopying and filing including maintenance of archives and undertaking other administrative support services as required • Once fully trained and signed off as competent in all tasks, may be required to assist the Case Receipt Team Leader with training of other Case Receipt Officers in Case Administration 	<ul style="list-style-type: none"> • Complete all allocated submissions/returns within set timeframes. • Adherence to the FSSA policies and procedures. • Adherence to the FSSA policies and procedures. • Adherence to the FSSA policies and procedures. • Customer enquiries are responded to in a timely manner. • SOPs are regularly reviewed and updated within required timeframes. • QRIs are managed within required timeframes. • High level of reception services and administrative support to customers and staff of Forensic Science. • Accurate and timely entries to Forensic Science LIMS computerised systems. • May be monitored by fully trained Case Receipt officers until competent and signed off on training register.



Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Records Management	<ul style="list-style-type: none"> • Schedule forensic science records as directed by the Manager, Forensic Science Administration. 	<ul style="list-style-type: none"> • Records are filed and scheduled in accordance with the Forensic Science SA Records Disposal Schedule.
Compliance	<ul style="list-style-type: none"> • Comply with workplace safety principles pursuant to FSSA and AGD policies • Remain aware of and operate within the general principles of equal opportunity and diversity. • Work within AGD and FSSA policies and procedures. 	<ul style="list-style-type: none"> • Recognition of an adherence to relevant principles is evident.
Contribute to Culture	<ul style="list-style-type: none"> • Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace. • Actively comply with the FSSA Administration Team Charter. 	<ul style="list-style-type: none"> • Work practices are safe and WHS legislation, policies and procedures are adhered. • Respectful behaviour observed when faced with diversity/differences in opinion.



Technical Expertise
Qualifications, Skills, Knowledge and Experience relevant to the role

<p>Technical Expertise (Essential)</p>	<ul style="list-style-type: none"> • Proven ability to schedule work, maintaining attention to detail and a high level of accuracy, whilst managing high volumes of work and competing timeframes. • High level of written and verbal communication skills. . • Demonstrated high level of integrity and confidentiality when dealing with matters of a sensitive nature. • Demonstrated ability to work in a team environment and participate as an effective team member and contribute positively to the spirit of the team co-operation. • Proven experience in utilising computer applications. • Ability to work with limited direction and exercise initiative and judgement when required • Ability to maintain focus in providing an efficient service whilst dealing with varying workloads and interruptions
<p>Technical Expertise (Desirable)</p>	<ul style="list-style-type: none"> • Ability to understand and apply various legislations in particular Criminal Law Forensic Procedures Act, Road Traffic Act and Coronial Act • Knowledge of records management principles and practices including the purpose of a Records Disposal Schedule. • Knowledge of the principles and practice of WHS, Equal Opportunity, the PS Act 2009, employee conduct standards and diversity appropriate to the requirements of the role.

Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Case Receipt Officer behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in AGD's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism



Category and level	Behaviours
Strategic Focus Supports personal drive and professionalism (Operational)	<ul style="list-style-type: none"> • Supports strategic direction and plans • Communicates plans in practical terms to others • Identifies and manages risk as appropriate and escalates as necessary • Is sensitive to political drivers influencing priorities and decisions • Contributes to the drive for change and innovation • Adapts quickly to changing and emerging priorities
Results Orientation Achieves Individual Results (Foundational)	<ul style="list-style-type: none"> • Clarifies expectations and instructions from manager/supervisor and seeks assistance as required • Ensures progress is communicated with manager/supervisor • Follows due process to achieve outcomes • Identifies solutions which are practical and achievable • Delivers results by agreed timeframes • Pays attention to detail to ensure quality results • Reorganises work when priorities change • Actively contributes to continuous improvement
Service Delivery Supports service delivery excellence (Operational)	<ul style="list-style-type: none"> • Uses capability and expertise of the workgroup to achieve outcomes • Identifies and delivers high quality internal and external customer service • Utilises available internal and external resources for optimal outcomes. • Effectively manages their own performance, managing (or influencing) the wider team performance • Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role.
Relationship Management Fosters Working Relationships (Foundational)	<ul style="list-style-type: none"> • Actively seeks relevant information and views from others • Develops effective working relationship • Shares information and knowledge seeking approval where necessary • Is aware of the situation and audience in work environment • Works cooperatively with others to achieve work outcomes • Listens attentively and communicates clearly
Professional approach and drive Demonstrates Personal Drive and Professionalism (Foundational)	<ul style="list-style-type: none"> • Contributes to a culture of respect and high ethical standards • Respects diversity • Appropriately expresses own views and is respectful of the views of others • Identifies risks and takes appropriate action • Maintains strict confidentiality of information • Remains positive and recovers quickly from setbacks • Accepts change constructively • Pro-actively seeks to develop skills and knowledge • Receptive to feedback and uses to improve performance • Looks after own wellbeing and raises concerns where necessary

Acknowledged by occupant

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 (Print name) (Signature) -----

Acknowledged by line manager

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 (Print name) (Signature & title) -----

