

Job and Person Specification

Title of Role: Tribunal Case Officer

Remuneration Level: ASO3

Business Unit: South Australian Civil and
Administrative Tribunal

Type of Appointment:

Division:

Position Number:

Job and Person Specification Approval

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Primary Purpose

The primary purpose of the Tribunal Case Officer role is to manage complex applications to the South Australian Civil and Administrative Tribunal (SACAT), from lodgement until completion. The role of Tribunal Case Officer is customer facing. The Tribunal Case Officer provides a high level of quality support services that contributes to the effective operations of SACAT.

Reporting Relationships

- Team Leader
- Deputy Registrar
- Principal Registrar

Key Relationships/Interactions

- President, SACAT
- Deputy President, SACAT
- SACAT Employees
- SACAT Members
- Members of the public
- Internal and External Stakeholders
- Attorney-General's Department.

Key Challenges

- To develop a "can we help you" culture in all aspects of SACAT work.
- To operate according to SACAT objectives which require which require community accessibility, assistance, responsiveness, efficiency, flexibility and fairness.
- To adapt to a new multi-jurisdictional environment which will change and develop as areas of jurisdiction expand.

Special Conditions

Adhere to the values of SACAT – Respect, Service, Fairness and Collaboration

May be required:

- To move to a different role or location as required.
- Undertake intra or interstate travel which may necessitate overnight absences.
- Work outside of the normal hours of work.

AGD Conditions

- Participation in 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); and
- Employment is dependent upon a National Police Certificate and DCSI Child Related and Vulnerable Person Employment clearance that the AGD finds satisfactory.

Flexible Working Arrangement Options

- Flexitime arrangements are available in this role.
- Part time working arrangements are available in this role.
- Job Sharing arrangements are available in this role.

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 Tribunal Case Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Client Contact Services	• Assist applicants who cannot use the online application form to complete applications. • Be proactive in providing information and assistance to all SACAT users promptly and in a friendly and positive manner. • Provide current and accurate information to users on complex types of applications, with consideration to each individual case. • Provide practical strategies to resolve applications at an early stage. • Resolve user problems promptly, competently and professionally without escalation where possible. • Answer and resolve inbound contact (calls, emails and mail). • Provide face-to-face front counter services to tribunal users. • Provide a reception service (roster basis). • Be familiar and understand all relevant policies, procedures, rules and practice direction in SACAT to assist SACAT users with their enquiries and applications.	• High level accuracy. • All information provided is current and in accordance with the relevant policy or procedure. • Positive service provided to all clients. • Uses own judgement appropriately under limited direction. • Actively responsive.

Case Management	• Case manage allocated applications from lodgement until completion. • Update application information and status in the case management system. • Quality check all applications lodged and ensure that they are within the relevant jurisdiction of SACAT. • Assess applications to determine if they meet legislative requirements. • Implement agreed SACAT processes and workflow for all application types. • Identify if the application requires further investigation or requires urgent or preliminary processes. • Respond to proactive contact attempts of users to manage their application. • Notify all interested parties in relation to progress of their applications. • Follow up on any additional information required for the processing and the determination of applications. • Determine the location of the hearing, if an interpreter, video conference, telephone link, recording equipment and security are required. • Consult with the relevant Deputy Registrars or Members on the application, as required. • Provide advice and assistance to the primary contact person for applications and be responsive to SACAT users. • Prepare all required and tailored correspondence for each case. • Ensure all case files are kept up to date and all relevant information is included (i.e. audio files, emails). • Provide support and guidance to Community Access Officer, as needed • Refer complex matters to the Team Leader, as required.	• Accurate and timely information is provided to all people involved in hearings to ensure they are prepared for and notified about the hearing. • All relevant information is provided for hearings • Case is maintained and up to date. • Positive feedback. • Compliance with SACAT policies and procedures. • Appropriately responds to changes/escalation of priorities • Uses own judgement appropriately under limited direction. • Sets and manages priorities to achieve agreed timeframes and objectives.
General administrative tasks	• Prepare, maintain and make accurate records to enter into the case management system. • Provide administrative and case management support as required to the registrars and members. • Assist with the transfer of the pre-existing paper file system into the electronic case management system • Prepare reports, letters or briefing notes as required. • Contribute to ensure accurate & relevant information is available on the SACAT website. • Assist to maintain information management systems and databases. • Assist with other duties when required in other streams (i.e. during periods of high demand). • Undertake minor research and project work as required.	• High level accuracy. • Records and databases are correctly managed. • Administrative work is of acceptable quality. • Support services are provided in a timely, and professional manner.

Contribute to an effective team environment	• Participate in SACAT activities aimed at improving practices and services. • Participate in team rotation, including managing reception, telephone enquiries and tribunal hearing support as required. • Provide informal mentoring to Community Access officers. • Foster and maintain working relationships with team members, Members and registrars and internal/external stakeholders.	• Conduct is in line with the objectives of SACAT. • Positive relationships formed within and external to teams.
Compliance	• Responsible and accountable for adhering to the requirements of the WHS Act 2012; relevant WHS Regulations 2012; the Equal Opportunity Act 1984; the PS Act 2009; the Code of Ethics for Public Sector employees; the principles of diversity; and the Department's policies and procedures; • Keep accurate and complete records of business activities in accordance with the State Records Act 1997.	• Active participation and contribution in responsible and safe work practices. • Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department; • Documents and correspondence filed according to States Records Act, 1997.

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	• Experience in interpreting and applying appropriate legislation. • Proven ability and experience in writing clear, concise reports and making suitable recommendations of complex matters where there is no set precedent. • Knowledge of the Tribunal and administrative review with the ability to develop and apply knowledge of Tribunal legislation, policies, guidelines and procedures. • Demonstrated experience in the use of a range of computer programs which support activities such as: word processing, case management systems, working with spreadsheets, and the internet.
Technical Expertise (Desirable)	• Demonstrated ability to type a minimum of 60 wpm with 98% accuracy • Knowledge of the administrative functions and operations of a Court or Tribunal • Knowledge of the <i>South Australian Civil Administrative Tribunal Act 2013</i> and the various Acts conferring jurisdiction on SACAT. • Relevant tertiary qualifications in law or related discipline.

Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Tribunal Case Officer. KEY 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.

Category and level	Behaviours
Strategic Focus (Operational)	- Identifies and manages risk as appropriate and escalates as necessary. - Is sensitive to political drivers influencing priorities and decisions. Adapts quickly to changing and emerging priorities. - Communicates plans in practical terms to others. Contributes to the drive for change and innovation Adapts quickly to changing and emerging priorities
Results Orientation (Operational)	Sets and communicates clear expectations around quality of work and timeframes. - Takes responsibility for the delivery of quality and timely results. - Prioritises workload effectively and negotiates deadlines where appropriate. Critically evaluates issues and ensures solutions are practical and achievable.
Service Delivery Excellence (Foundational)	- Shares awareness of potential problems and opportunities. Delivers high quality internal and external customer service. - Effectively manages their own performance positively contributing to team performance. - Accesses appropriate resources to achieve outcomes.
Relationship Management (Operational)	Effectively manages conflict and escalates when appropriate. Consults and seeks the view of relevant stakeholders. - Develops effective working relationships and internal networks. - Negotiates as necessary to achieve outcomes. Actively listens and communicates clearly.
Professional approach and drive (Foundational)	- Maintains professionalism and confidentiality when dealing with sensitive issues. - Is aware of risks and makes decisions accordingly. Remains positive and recovers quickly from setbacks. Adapts effectively to change. - Constructively expresses own views and respects the views of others. - Promotes culture of respect and high ethical standards. Accepts change constructively

Acknowledged by
occupant

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(Print name)

(Signature)

Acknowledged by line
manager

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(Print name)

(Signature & title)