Role Description

Case Management Officer

Classification: ASO4

Group: South Australian Skills Commission

Position Number: P57701

Team: Traineeship and Apprenticeship Services

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:

Genuine	Respect	Empowered	Aligned	Trust
We do what we say	We are inclusive and listen	We are open and courageous	We act and deliver as one	We back each other

About The Role

The Traineeship and Apprenticeship Services team administers and regulates training contracts under the Training and Skills Development Act 2008. Their primary objective is to provide stakeholders with timely, accurate, and consistent information about the South Australian traineeship and apprenticeship system. The team contributes to the development of a skilled workforce and the economic growth of South Australia by ensuring compliance with legislation and supporting government policy.

The Case Management Officer is responsible for the effective end-to-end management of cases and the timely administration of activities undertaken under delegations of the South Australian Skills Act 2008. The role provides authoritative information, guidance and support to stakeholders regarding legislative and compliance requirements associated with the South Australian Skills Act 2008 and Training Contracts. It ensures that apprenticeship and traineeship matters are assessed, monitored and resolved efficiently, using sound judgement, risk assessment and stakeholder engagement to achieve consistent, fair and compliant outcomes.

What you will do (results to be achieved)

1. Act as the primary contact for escalated and complex client and stakeholder matters, investigating and resolving issues through clear, timely communication across phone, email, and in-person service channels.
2. Provide specialist advice on the traineeship and apprenticeship system, including relevant legislation, compliance obligations, and procedural requirements.

3. Manage an assigned caseload, monitoring progress, following up action items, and ensuring matters progress within established timelines and procedures.
4. Exercise delegations under the South Australian Skills Act 2008 consistently, fairly, and in accordance with policy and guidelines.
5. Deliver high-quality client service through high-volume inbound and outbound calls, written correspondence, and face-to-face interactions, ensuring accurate and solution-focused outcomes.
6. Build and maintain effective working relationships with clients, colleagues, and external stakeholders to support effective issue resolution and service delivery.
7. Mentor and support other staff to build capability in managing escalations, complex enquiries, and legislative decision-making.
8. Collaborate with internal teams to identify root causes of complaints, contribute to research and service reviews, and recommend process improvements based on trends and client feedback.
9. 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.
10. Upholds the DSD 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:

- Knowledge of state and national vocational education and training systems and structures.
- Knowledge of best practice service excellence standards and approaches and continuous improvement processes.
- Experience providing advice and information to a wide range of people and groups.
- Proven experience in organising high volumes of work, identify objectives and plan activities to deliver agreed outcomes.
- Experience with records management and decision-making protocols and processes.

Personal Skills:

- Communicate clearly, concisely and effectively, both verbally and in writing, with people at all levels, including proven ability to establish and maintain networks and team relationships.
- Proven ability to work as an effective member of a team, including delivering own work requirements, collaborating with and supporting others, and contributing to team and broader organisation outcomes.
- Proven ability to recognise and deal discreetly with confidential matters, demonstrate integrity and apply diplomatic skills to sensitive and high-level personnel and management issues.
- Ability to exercise attention to detail in dealing with administrative and regulatory processes including interpreting and applying legislation.
- Model Public Sector Act principles and practices, ethical decision making, WHS and injury management, equity / diversity strategies, and change management.

Qualifications:

- **Essential:** Nil
- **Desirable:** Tertiary qualification in a field relevant to the position, and/or substantial relevant professional development and/or experience.

Reporting / Working Relationships

- **Reports to:** Case Management – Team Leader, Client Services
- **Direct Reports:** Nil.
- **Works with:**
  - Traineeship and Apprenticeship Client Services Team
  - External stakeholders including employers, apprentices and trainees and Commonwealth service providers and registered training organisations.

About Us

The Department of State Development 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

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