

## Vacancy

### **Investigation Officer, Clerk Grade 5/6, Public Administration Division, NSW Ombudsman**

**Role No:** CFR 17/22

**Salary Range:** \$81,369 - \$89,781 pa - total remuneration package up to \$99,515 pa (package includes salary, employer superannuation and annual leave loading)

**Role:** The position holder handles initial inquiries, resolves complaints and may assist in conducting formal investigations and systemic reviews, with a view to making recommendations for improvements, within the correctional and juvenile justice systems in NSW. A specific focus of this position is to receive and deal with telephone contacts received from inmates and detainees to determine the need for further investigation, including immediate local resolution. The position holder also visits correctional and juvenile justice centres and may provide advice to other staff of the Ombudsman's office about custodial services issues.

**Targeted Questions:** These are to be answered in a maximum of 2 pages (including covering letter)

1. Custodial Services Unit officers regularly accept complaints over the phone from people who are in custody. We usually try to resolve them directly by speaking with staff in Corrective Services NSW, Juvenile Justice NSW, GEO or Justice Health. This can include wing officers, youth workers, centre managers, governors and assistant commissioners. These staff may not always agree with your assessment of the complaint and/or express personal opinions about the complainant.
  - Describe your experience negotiating or liaising with staff across a range of levels in similar circumstances. If you have not had this experience, demonstrate how you would manage this communication.
2. Working in the correctional area can present various challenges professionally and personally. Inmates and detainees can exhibit high levels of challenging behaviour and frustration at the point where they contact us. You may also know the caller's background, including their crime, when you speak with them due to their notoriety.
  - Outline your experience in responding to challenging behaviours by people, and describe how you manage your well being when you are doing this on a daily basis.

**Knowledge Test:** (maximum 2 pages)

Community opinion on the rights of adult prisoners is often divided. What do you see as the Ombudsman's role in this area? What skills and personal qualities do you have that would make you successful in this role?

**Notes:**

- On line applications must consist of:
  - covering letter highlighting your claims for the role which includes your answers to the two targeted questions (maximum 2 pages)
  - response to the job knowledge test (maximum 2 pages)
  - resume outlining your skills, knowledge and experience as relevant to this role.
- The assessment process will be conducted by a standard panel assessment process.
- One ongoing role is currently available.
- A talent pool may be created for future temporary and/or ongoing employment.
- Short listed candidates will be subject to security and other vetting processes.
- Successful candidate must already have a WWCC clearance number or have submitted an application for a WWCC clearance prior to commencing employment.
- Only applications that are submitted through [iworkfor.nsw.gov.au](http://iworkfor.nsw.gov.au) will be accepted.
- Late applications will not be accepted.

**Additional Information is available at the following links**

[Role Description](#)

[Application and Referee Nomination Form](#)

[Applying for a role in the NSW Public Service](#)

[NSW Ombudsman Website](#)

[Public Service Commission Employment Portal](#)

**Closing date:** Wednesday 30 August 2017

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