



JOB DESCRIPTION

POSITION NAME: Professional Conduct Coordinator

DIVISION: Office of the General Manager

SUPERVISOR'S TITLE: General Manager

FUNCTION & PURPOSE

This position is responsible for ensuring that complaints regarding potential maladministration, misconduct, corruption or other unlawful behaviour by staff, in breach of the Code of Conduct for Staff, are appropriately managed.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Document and manage complaints received from the community or Council employees relating to potential maladministration, misconduct, corruption or breaches of the Code of Conduct for Staff.
2. Determine and allocate complaints to appropriate person/body for investigation. This includes ensuring that complaints are referred to appropriate statutory bodies including, ICAC, NSW Ombudsman, Division of Local Government and NSW Police, based upon the nature of the complaint and statutory requirement.
3. Ensure Protected Disclosure Officers, referral officers and persons undertaking investigations are competent and adequately trained.
4. Provide regular reporting to the Corporate Governance Committee and communicate recommendations on any systemic issues or process or policy changes to the relevant manager, EMC, Audit Committee or Corporate Governance Committee.
5. Ensure all complaints relating to potential maladministration, misconduct, corruption or other unlawful behaviour are referred to the Assessments Panel and are resolved in accordance with Investigations Manual.
6. Monitor and report weekly to the Assessment Panel on the progress of investigations to ensure that established timeframes are met.
7. Ensure closure of investigations are authorised by the General Manager and appropriate admin processes are completed.
8. Provide regular reporting to the Corporate Governance Committee on the statistical analysis of complaints, including nature, trends, systemic issues.
9. Conduct staff training on the Code of Conduct, Fraud and Corruption Prevention policy, Internal Reporting policy and other related governance policies.
10. Provide feedback to Manager Governance and Information to assist with the review of governance policies.

Occupational Health & Safety

11. Follow OHS policies and procedures and not, intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare under OHS legislation;
 12. Identify, and report hazards and any unsafe acts;
 13. Apply OHS policies and procedures to self and others to take reasonable care for the health and safety of people who are at the employee's place of work who may be affected by the employees acts or omissions at work;
 14. Complete required OH&S documentation relevant to the work activity performed at council;
 15. Co-operate with employer to enable compliance with any reasonable request relating to OHS;
 16. Participate in the consultative process on OHS matters;
 17. Participate in risk assessments activities relating to the work activity performed at council;
 18. Take notice of information and participate with OHS training provided.
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WORKING RELATIONSHIPS

INTERNAL	EXTERNAL
Corporate Governance Committee	ICAC
Audit Committee	NSW Police
Assessment Panel	NSW Ombudsman
Senior Management	Division of Local Government
Staff	Community
Protected Disclosure officers	
Referral officers	

PERSON SPECIFICATION

1. Appropriate professional qualification and experience relevant to the requirements of the position.
2. Demonstrated ability to ensure that all complaints are managed in accordance with statutory and organisational requirements.
3. Demonstrated skills in investigation, negotiation and conciliation of complaints
4. Ability to clearly demonstrate fair and equitable resolution of complaints.
5. Well developed written and verbal communication skills with Councillors, Senior Management, staff, and community members.
6. Understanding of public sector requirements for referral of complaints, particularly related to such organisations as ICAC, NSW Ombudsman, Division of Local Government and the NSW Police.
7. Demonstrated analytical and problem resolution skills
8. Ability to organise and maintain accurate records and reporting to management and Council.
9. Demonstrated understanding of Occupational Health and Safety principles and Equity & Diversity principles and their application in the workplace.

PREPARED BY: L Kofod

POSITION: Manager Governance + Information

SIGNATURE: _____

EMPLOYEE'S SIGNATURE: _____

MANAGER'S SIGNATURE: David Farmer

APPROVED by: **D Farmer**

APPROVAL DATE: 11/ 8/ 11 **REVIEW DATE:** 1/ 7/ 12