

Position Description

Title	Investigations Coordinator
Business Unit	Incidents and Investigations
Location	Level 4, 130 Lonsdale Street, Melbourne VIC 3000
Employment type	Part Time (45.6 hours per fortnight), Ongoing
Reports to	Manager, Incidents and Investigations

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Investigations Coordinator will support the delivery of high-quality consumer and employee investigations at Uniting Vic. Tas. The role will manage administrative duties, improve internal processes and implement quality improvement systems. The role will coordinate between team members, improve visibility among the wider organisation and liaise with organisation-wide stakeholders. The role will promote a positive and safe workplace culture.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Incidents and Investigations Team
- Quality Business Partners
- Quality Performance Analyst
- People & Culture

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Investigations Coordinator

- Executive Officers, Program Management and Team Leaders
- Office of the CEO

External

- The Commission for Children and Young People
- Department of Health and Human Services
- Disability Services Commissioner and NDIS Quality and Safeguards Commission
- Department of Education and Training
- The Victorian Aboriginal Child Care Agency (VACCA)

4. Key responsibility areas

Administrative Support

- Manage emails and information flow for the Manager, Incidents and Investigations.
- Prepare, research and edit documents including correspondence, communications and briefings.
- Assist with data entry and document management on behalf of the Incidents and Investigations team.
- Assist with preparation of Board and Board Sub-Committee reports.
- Assist with processing of invoices for the contracting of external investigators

Coordination

- Serve as a point of contact for the Incidents and Investigations Team. Liaise between team members, internal departments and support communications with external stakeholders.
- Schedule and support regular team meetings for reflective practice and quality improvement.
- Assist with arranging consumer and employee interviews for the Manager, Incidents and Investigations, and other Investigations Officers as required.
- Support the triage of investigations caseload.

Quality Improvement

- Create and maintain a suite of tools and templates for the Incidents and Investigations Team.
- Create and maintain a page on the Intranet for the Incidents and Investigations Team to allow for greater visibility and understanding within the organisation.
- Implement systems and processes for quality improvement, assisting with training of other team members as required.

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Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Performance indicators

- To be Developed

6. Person specification

Qualifications

- Relevant tertiary qualification in a business administration related discipline and or extensive experience in a senior administration / executive assistant / administrative coordinator role.

Experience

- Extensive administration experience.
- Extensive experience coordinating and organising a team.
- Strong experience liaising with external stakeholders.
- Experience implementing process improvement initiatives.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Administration:** ability to demonstrate extensive administrative skills, including highly developed written and verbal communication skills.
- **Coordination:** ability to provide highly-organised coordination and support to the team.
- **Stakeholder management:** ability to understand, relate to, and manage diverse stakeholder needs.
- **Technical capability:** ability to demonstrate confidence with technology and systems and train other team members as required.
- **Initiative and problem-solving** ability to work autonomously and demonstrate effective problem solving.
- **Teamwork:** willingness to be proactive and help others, contribute to continuous improvement and a collaborative and effective work environment.

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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>