

Mental Health Complaints Commissioner



Senior Investigation & Review Officer X 2 Positions

The Mental Health Complaints Commissioner (MHCC) is an independent specialist statutory body established under the *Mental Health Act 2014* as part of the safeguards, oversight and service improvement provisions. We deal with complaints about Victorian public mental health services in ways that are accessible, supportive and responsive to the needs of people receiving mental health services, carers and families. We aim to resolve complaints in ways that safeguard people's rights, support their recovery and improve services.

Are you

- An effective and confident communicator who demonstrates knowledge and understanding of the issues experienced by people receiving mental health services, carers and families, and service provision in the public mental health sector?
- An organised individual with knowledge of investigation procedures, and experience of ensuring compliance with a range of legislative requirements, guidelines and standards including the *Mental Health Act 2014*?
- Able to assess and analyse complex complaints within the context of legislative requirements and applicable standards and guidelines to identify issues and potential improvements that safeguard people's rights and promote improved outcomes for people and broader service improvements?
- Positive and passionate about making a difference, with high level interpersonal and analytical skills for dealing with complex and sensitive issues and complaints?

Title	Senior Investigation & Review Officer X 2 Positions
Classification	VPS 5
Team, unit	Specialist Advice and Investigations
Statutory Body	Mental Health Complaints Commissioner
Work location	Level 26, 570 Bourke Street, Melbourne Victoria
Position number	VG/SB/MHCC/559918 and VG/SB/MHCC/559919
Employment type	2 x Fixed Term, Full Time till 30/06/2021 (76 hours per fortnight)
Salary range	Value range 1: \$98,396 - \$108,724 plus superannuation per annum Value range 2: \$108,726 - \$119,052 plus superannuation per annum
Position reports to	Manager & Principal Investigator, Investigations & Review
Further information	Hayley Marano (03) 9032 3319
Closing date	Sunday, 4 th August 2019

Organisational environment

The Mental Health Complaints Commissioner

The Mental Health Complaints Commissioner (MHCC) is an independent statutory body that receives funding and administrative support from the Department of Health & Human Services (department). Staff of the MHCC are employees of the department, who report directly or indirectly to the Commissioner, and act as delegates of the Commissioner in performing statutory functions under the *Mental Health Act 2014* (the Act).

What we do

- We help people speak up about their concerns by supporting them to make a complaint directly to a public mental health service or to us.
- We work to address people's concerns and complaints through informal and formal complaint resolution.
- We help Victorian public mental health services develop accessible and responsive resolution approaches in addressing concerns and complaints.
- We receive and analyse reports from public mental health services about the complaints they receive and the outcomes of those complaints.
- We make recommendations for service and system improvements and use our investigation and compliance powers to drive change.
- We can also undertake investigations into any matter relating to Victoria's public mental health services, as requested by the Minister for Mental Health.

How we work

- We uphold the principles in the Mental Health Act in all our work.
- We act to safeguard and promote people's rights and wellbeing.
- We aim to resolve complaints in ways that support people's recovery, uphold their rights and improve services.
- We value the experience of consumers, families, and carers and work collaboratively with them
- We believe all experiences can contribute to improving services and we work collaboratively with public mental health services to support and drive positive changes.
- We work strategically, increasing our reach and impact by working in partnership with others.

Please visit www.mhcc.vic.gov.au for more information about our vision, principles and strategic directions.

The Department of Health and Human Services

The department develops and delivers policies, programs and services that support and enhance the wellbeing of all Victorians. We take a broad view of the causes of ill health, the drivers of good health, the social and economic context in which people live, and of the incidence and experience of vulnerability.



Our vision is to support and enhance the wellbeing of all Victorians. We aspire to be an organisation where everyone is committed to achieving our vision and demonstrates our values in all that they do.

- We are respectful
- We have integrity
- We collaborate
- We care for people, families and communities
- We are accountable
- We are innovative

Purpose and accountability

Purpose

As a member of the Specialist Advice and Investigations Team, you will conduct, coordinate and participate in complex investigations and reviews of complaints about safety, quality and rights issues in public mental health services. This will involve analysis of whether there has been compliance with legislative requirements, guidelines and industry standards, the development of findings and recommendations for service improvement and the evaluation of mental health service provider responses. It will also involve the formulation and actioning of complaint resolution strategies which address individual needs and acknowledge consumer experiences.

Accountabilities

Operating at value range 1, you will:

1. Conduct, coordinate and participate in complex investigations and reviews of complaints in accordance with legislative requirements and MHCC principles and approaches, under the supervision of the Manager & Principal Investigator, Investigations & Review and the Deputy Commissioner.
2. Participate in triage and case review processes to identify and respond to high priority issues and risks impacting on safety and quality issues in mental health services or for individuals, and bring them to the attention of the Manager & Principal Investigator, Investigations & Review and the Deputy Commissioner.
3. Review and analyse written material and evidence including internal and external reports, complaint materials, policies/procedures/standards, clinical records, medical and expert reports, incident reports, interview transcripts and other documents.
4. Prepare complex written materials including detailed investigation reports, panel briefs, interview questions, undertakings, correspondence, chronologies and other documents.
5. Participate in the development and implementation of approaches to investigation, review, assessment and complaint resolution which are accessible, responsive and informed by consideration of the rights, needs and views of the consumer /person who made the complaint.
6. Review and evaluate the way that mental health services have dealt with complaints, identifying areas for improvement, and influencing and assisting services to appropriately address complaints.
7. Maintain a thorough understanding of the Mental Health Act and the public mental health system, including the consumer and carer experience, and other relevant legislation and standards.
8. Actively contribute to the development of investigation and review practice guidelines and materials, and to strategic projects.
9. Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
10. Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.

Operating at value range 2, you will perform all the above together with increasing involvement to:

1. Operate within increased level of autonomy and accountability in delivering within broad strategic directions.
2. Provide professional leadership and guidance.
3. Make decisions that establish precedents.
4. Manage stakeholders through effective negotiation and influence.
5. Manage cross-functional delivery of departmental policies and services impacted by sensitive and complex issues.

Selection criteria

Knowledge and skills

1. **Interpersonal Skills:** Detects the underlying concerns, interests or emotions that lie behind what is being said and done; presents as genuine and sincere when dealing with others; projects an objective view of another's position; uses understanding of individuals to get the best outcomes for the person and the organisation.
2. **Communication:** Demonstrated capacity to liaise effectively at all levels and relate well to all kinds of people; look for mutually acceptable outcomes; ability to present oral and written information in a manner appropriate to purpose and audience; demonstrated high level writing skills and ability to ensure the appropriate style, format and content is used to achieve purpose.
3. **Planning and Organising:** Sets clearly defined objectives and priorities and operates accordingly, reviewing and adjusting as required; identifies processes, tasks and resources required to achieve a goal; establishes systems and procedures to guide work and track progress; recognizes actual and potential barriers and finds effective ways to deal with them.
4. **Self-management:** invites feedback on own behaviour and impact; uses new knowledge or information about self to build a broader understanding of own behaviour and the impact it has on others; understands strong emotional reactions and seeks ways to more effectively manage them.

Personal qualities

5. **Conceptual and Analytical Ability:** Deals with concepts and complexity comfortably; uses analytical and conceptual skills to reason through problems; has creative ideas and can project how these can link to innovations; seeks all relevant information for problem-solving; liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; implements solutions, evaluates effectiveness and adjusts actions as required.
6. **Detail Focus:** Observes fine details. Identifies gaps in information. Looks for logical sequences of information. Highlights practical considerations of plans and activities.
7. **Initiative and Accountability:** Proactive and self-starting; seizes opportunities and acts upon them; takes responsibility for own actions; actively influences events and promotes ideas; translates creative ideas into workplace improvements.
8. **Teamwork:** Cooperates and works well with others in the pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within group.

Safety screening

- All competitive applicants are subject to a satisfactory National Police History Check as part of the recruitment assessment process.
- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Immigration website www.immi.gov.au and can be searched for under the phrase, 'penal clearance certificate'.

Qualifications

- A tertiary qualification preferably in health or human services/ dispute resolution/ investigations/ law.
- A formal qualification or recognised credentials in fields related to investigations and assessment of quality and standards.

Specialist expertise

- Extensive recent and relevant experience in the conduct of sensitive and complex investigations and/or reviews.
- Experience in complaint/dispute resolution with proven high level assessment and review skills and a track record of achievement in handling and resolving complex matters.
- Knowledge of, or the ability to rapidly attain knowledge of, the Victorian *Mental Health Act 2014*, the Victorian *Charter of Human Rights and Responsibilities Act 2006* and other relevant legislation, policies and government directions.

Conditions and benefits

The MHCC encourages applications from people with lived experience of mental illness and mental health services for all roles within our office.

People who work for the department must comply with the *Code of Conduct for Victorian Public Sector Employees 2007* and agree to work according to our values of quality, collaborative relationships, responsibility, client focus, professional integrity and respect.

Employees of the Department of Health & Human Services can enjoy a range of generous Victorian Government employment benefits. These include attractive salaries, flexible leave arrangements and training and development opportunities. Please see www.careers.vic.gov.au/why/benefits-conditions

The department promotes diversity and equal opportunity in employment. If you are an Aboriginal or Torres Strait Islander applicant, or if you have a disability, and require advice and support with the recruitment process, please contact our Diversity Unit on DiversityInclusion@dhhs.vic.gov.au.

How and where to apply

The Department of Health & Human Services prefers job applications submitted electronically to best manage administrative and environmental resources. If you are unable to apply online, please follow the instructions below to submit a paper copy.

- Online – existing staff: click through to the job opportunities page from the department’s intranet homepage.
- Online – external applicants: visit the job search page at www.dhs.vic.gov.au/about-the-department/our-organisation/careers/job-search
- Paper copy – all applicants: complete a Hard Copy Application for Employment form available via the links above or the contact for further information noted on page 1 of this document. Paper applications should quote the job reference number on the outside of the envelope and be posted to: Senior Executive Operations Officer, Level 26 570 Bourke Street Melbourne Vic 3000
- If you are unable to apply online or having difficulties accessing the information online, please phone Grant Fellowes on (03) 9032 3330 for assistance.

Other relevant information

For other important information about the recruitment process, please read the department’s Information for applicants page at www.dhs.vic.gov.au/about-the-department/our-organisation/careers/applying-for-a-job/information-for-applicants or request a copy from the contact for further information listed under the ‘Position details’ section of this document.