

Job Application Kit

Review Manager (EL1) and Review Officer (APS6)

Position details	
Job Reference	24/5-EL1APS6Reviews
Job Title	Review Manager (Assistant Director) Review Officer
Classification	Executive Level 1 APS Level 6
Employment Status	Ongoing <input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time
Section	Reviews and Information Access Section
Location	Canberra ACT (preferred), Sydney NSW, Melbourne VIC, Brisbane QLD, Adelaide SA, Perth WA, Hobart TAS, Darwin NT
Salary Range	\$116,418 \$132,777 p.a. (EL1) \$94,736 – \$106,876 p.a. (APS6)
Security Clearance	Baseline
Contact Officer	Name: Genevieve Herbert Phone: 02 5132 4022 Email: Genevieve.Herbert@igac.gov.au
Applications Close	Thursday, 10 October 2024 – 11.30pm AEDT



About the Office of the Inspector-General of Aged Care

The Office of the Inspector-General of Aged Care (OIGAC) is a new non-corporate Commonwealth entity created in response to the Royal Commission into Aged Care Quality and Safety (Royal Commission).

The OIGAC's role is to support the Inspector-General of Aged Care (the Inspector-General) as a new independent statutory office recommended by the Royal Commission to improve accountability and transparency in the provision of aged care and address longstanding systemic issues across the sector.

The OIGAC is a small 'boutique' agency with a clear purpose and a cohesive vision: to be a trusted authority that ensures integrity and accountability in the aged care system by providing informed and independent oversight. We will be a catalyst for transformative change by calling out problems and identifying areas for improvement to ensure that older people can access the care they need.

The OIGAC will achieve this by providing independent oversight of the aged care system with a focus on four complementary activities:

- Undertaking in-depth reviews on systemic issues associated with the funding, regulation, administration, or delivery of aged care.
- Preparing reports, with recommendations, for parliament on topics including progress in implementing the Royal Commission's recommendations, aged care data and the performance of commonwealth agencies.
- Monitoring the state of the aged care system using data, intelligence, and evidence.
- Taking a whole-of-system approach to the complaints management framework, looking at how complaints are managed by government agencies, providers and other bodies funded or regulated by the Australian Government.

While a portfolio agency of the Department of Health and Aged Care, the OIGAC (and the Inspector-General) are independent and sit at arms-length from the aged care system. This separation protects the independence and integrity of the OIGAC and helps to ensure the Inspector-General brings an impartial view to monitoring, investigating, and reporting on issues across the aged care system.

Section overview

The Reviews and Information Access Section plays a key role in assisting the Inspector-General to drive greater accountability and transparency of the aged care system and facilitate positive change for older people in Australia, their families, and carers.

The section has primary responsibility for investigating and reporting on the Commonwealth's administration of the aged care system, including by identifying systemic issues through independent reviews, and making recommendations to Government for improvement.

The section performs a range of functions within the OIGAC including:

- Undertaking in-depth reviews of systemic issues associated with the funding, regulation, administration, or delivery of the aged care system.
- Coordinating requests for legal advice on behalf of the broader office.
- Managing OIGAC's responses to complaints, freedom of information applications and public interest disclosures.



- Managing OIGAC's responsibilities under the *Privacy Act 1988*.

Roles and responsibilities

The **Review Manager (Executive Level 1)** role has responsibility for managing and leading in-depth reviews and investigations, making recommendations for change and delivering reports to the Minister and the Parliament of Australia. Working as part of small team, reporting to the Director of the Reviews and Information Access Section (Executive Level 2), and operating under broad direction, the roles and responsibilities of this position include:

- Supporting the Inspector-General to plan and conduct review activities, including identifying and gathering relevant information from a range of sources.
- Leading the development, implementation and management of review policies, procedures, tools and resources to support a robust oversight framework.
- Conducting and supporting verbal and written interviews, and ensuring appropriate records are maintained to allow evidence-based conclusions, findings and recommendations.
- Exercising initiative and judgement to analyse and interpret information and evidence and apply sound decision making to review outcomes.
- Maintain knowledge of and interpret, analyse, and apply relevant legislation, procedures and guidelines underpinning review activities.
- Drafting high-quality documents appropriate for a range of audiences, including notices, briefings, minutes, correspondence and reports, in varying complexity.
- Managing staff, planning, and monitoring progress and following through to deliver quality outcomes in line with OIGAC objectives.
- Building capability through coaching, providing performance feedback and encouraging career development.
- Establishing and maintaining strong and collaborative internal and external stakeholder relationships.
- Representing the OIGAC at inter-agency meetings, stakeholder consultations and in other forums, by presenting OIGAC's position and promoting OIGAC's objectives.
- Contributing to a positive workplace culture, by role modelling APS Values and Code of Conduct and demonstrating leadership at level and behaviours consistent with OIGAC charters.



The **Review Officer (APS Level 6) role** supports the work of the section by supporting and participating in in-depth reviews of systemic issues affecting the aged care system, and assisting with other functions within the section as needed.

Working as part of small team and reporting to the Review Manager (Executive Level 1), and working under limited direction. The roles and responsibilities of this position include:

- Supporting the development and update of review policy, procedures, and guidance materials.
- Supporting and participating in the planning, organising, coordinating, and conducting of review activities.
- Analysing, interpreting, and evaluating information and data from a broad range of sources to inform review outcomes and future policy and program direction.
- Maintain knowledge of and interpret, analyse, and apply relevant legislation, procedures and guidelines underpinning review.
- Drafting high-quality documents appropriate for a range of audiences, including briefings, minutes, correspondence, and reports in varying complexity.
- Applying sound decision making and judgement, including quality assurance in assessing documentary evidence associated with reviews.
- Ensuring high priority and urgent tasks are managed efficiently and effectively, with a quality product being provided.
- Contributing to a positive workplace culture, by role modelling APS Values and Code of Conduct and demonstrating leadership at level and behaviours consistent with OIGAC charters.
- Contributing to the establishment and attainment of team goals and have responsibility for the achievement of specific outcomes within the team.

Capabilities

Review Manager (Executive Level 1)

The role occupant will be able to demonstrate capability in line with the Work Level Standards at the Executive Level 1 level. In particular, the role occupant will possess:

- Excellent judgement and analytical skills including the ability to identify and gather relevant information from a broad range of sources and interpret this information to assess the effectiveness of government programs, recognise and evaluate problems and identify potential solutions.
- Demonstrated high level critical thinking skills including the ability to recognise interconnected issues and draw accurate, evidence-based conclusions.
- Exceptional written and verbal communication skills.
- Proven ability to work under broad direction, to deliver outcomes under pressure and the flexibility to adapt to changing priorities.
- Exemplary interpersonal skills, including the ability to build and maintain productive working relationships as well as stakeholder and relationship management capabilities.
- Demonstrated staff management and leadership skills.



Review Officer (APS Level 6)

The role occupant will be able to demonstrate capability in line with the Work Level Standards at the APS 6 level. In particular, the role occupant will possess:

- Demonstrated ability to work under general direction, independently and as part of a small team.
- Well-developed oral and written communication skills, including the ability to confidently present messages in a clear and concise manner.
- Strong analytical skills, including the ability to undertake independent research and analysis, identify potential problems, and prepare draft reports.
- Demonstrated capacity to see tasks through to completion, achieve quality outcomes and manage competing priorities.
- Ability to make decisions using good judgement, expertise, and knowledge, under limited guidance and to ensure decisions are governed by the application of legislation, best practice principles or the agency's operating instructions and procedures.
- Sound interpersonal skills, including the ability to develop and maintain good working relationships with internal and external stakeholders.
- Demonstrated ability to undertake work that is sensitive and complex.

Eligibility

Under Section 22(8) of the *Public Service Act 1999*, to be eligible for employment with the OIGAC applicants must be an Australian citizen at the time an offer of employment is made.

An applicant's suitability for employment with the OIGAC will be assessed through a variety of pre-employment check processes, such as:

- Identity and citizenship checks.
- Satisfactory completion of an Australian Federal Police criminal history check, and where relevant a working with children and vulnerable people check.
- Completion of a medical declaration and pre-employment medical (where required).
- Providing evidence of relevant qualifications (if applicable).

The selection process may be used to establish a merit pool. The pool might be accessed to fill ongoing and non-ongoing vacancies for similar roles with the OIGAC over the next 18 months.



How to apply

Applications are to be submitted electronically, by email, to OIGAC at jobs@igac.gov.au, no later than 11.30pm (AEDT) on Thursday, 10 October 2024.

Applications must include:

- An OIGAC application cover page.
- A current resume (maximum 2 pages) which clearly outlines your work experience and educational qualifications (if applicable).
- A pitch (maximum 1 page, no smaller than size 10 font) framed around the key responsibilities and capabilities outlined in the job application kit*.
- Names and contact details for 2 referees who can attest to your suitability for the role, including your current supervisor.

***PLEASE NOTE:**

Applications must clearly state which role/s you are applying for (one or both roles) and will be assessed accordingly. Your one-page pitch should address the key responsibilities and capabilities aligned with the role/s you are applying for. If you are applying for both roles, you need only submit a single one-page pitch.