



JOB AND PERSON SPECIFICATION

ROLE TITLE	Intake and Assessment Officer		
CLASSIFICATION	ASO3	Position No.	Various
TEAM	Intake and Assessment		
TYPE OF APPOINTMENT	Term		
QUALIFICATIONS			
<ul style="list-style-type: none">Nil			
OUR VISION			
Making a positive difference to the lives of South Australian children and young people by ensuring they have access to high-quality education and early childhood services.			
OUR VALUES			
The Education Standards Board will uphold public sector values through its decisions, actions and interactions. In addition, we are committed to our values:			
<ul style="list-style-type: none">Honesty & integrity: We are consistent and fair in our actions to encourage openness and transparencyProfessionalism: We have a culture that strives for excellence and aims to improve productivitySustainability: We respond to change and proactively improveCollaboration & engagement: We collaborate in our work practicesAccountability: We make decisions that comply with legislation, are ethical and are consistent with approved policy and procedure.			
CONTEXT			
The <i>Education and Early Childhood Services (Registration and Standards) Act, 2011 (Act)</i> established our Statutory Authority called the Education Standards Board. The Act and associated legislation shape South Australia’s approach to the registration and regulation of education and care services from early childhood to senior schooling.			
ROLE PURPOSE			
The Intake and Assessment Officer is responsible for answering, responding to, assessing and triaging all inbound phone calls, emails, applications, complaints or notifications of incidents and serious incidents. In addition, the Intake and Assessment Officer maintains the National Quality Agenda IT System and ensures that appropriate records are maintained.			
REPORTING / WORKING RELATIONSHIPS			
<ul style="list-style-type: none">Reports to: Team Leader, Intake and AssessmentDirect Reports: NilLiaises with a range of internal and external stakeholders including ESB staff, regulated parties, parents/caregivers and other government agencies.			
SECTION A:	RESULTS TO BE ACHIEVED		
<ul style="list-style-type: none">Provide an effective, client focussed service in answering, responding to or triaging all inbound phone calls and emails to the ESB and provide support for quality and regulatory questions.			

- Process, receipt and coordinate the address of notifications under the Act including undertaking initial assessment and validation of matters and identifying matters that are of a sensitive or serious nature which require progression and matters which are incomplete in detail.
- Triage and identify notification matters that do not require further assessment and provide recommendations for approval by a delegate.
- Process, record and assess complaints and inquiries regarding approved providers and services, incidents and serious incidents from a broad range of stakeholders including using an understanding of the scope of the Act to assist callers and complainants and provide accurate information.
- Identify and close out complaints and inquiries that do not require further assessment and triaging sensitive or serious nature which require progression.
- Conduct, prepare and monitor a range of communications and correspondence (letters, notices, emails, and telephone calls) and adhere to timeframes, guidelines and instruction/direction.
- Maintain and administer timely and accurate records including the electronic closure of records on internal and external systems and the filing of notifications in line with organisational policies/ procedures and state record requirements.
- Provide support and assistance as required within the ESB.
- Work collaboratively to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and services.

SPECIFIC REQUIREMENTS

- The successful applicant will be required to satisfactorily complete a Department of Human Services Working with Children Check prior to being employed and regularly as required.
- Some out-of-hours work may be required.
- Flexible working arrangements are available for this position.
- Annual performance agreement for the achievement of specific service or program outcomes.
- Compliance with Government legislation, Code of Ethics for the SA Public Sector, *State Records Act 1997*, ESB policies and procedures, including ethical / accountable resources and information management, WHS and injury management, risk management, and the access / equity /diversity strategies of the public sector.
- The incumbent will be required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.

SECTION B:

SELECTION CRITERIA

TECHNICAL EXPERTISE

- Successful experience in providing comprehensive records management services including using, monitoring and maintenance of a range of information management systems.
- Experience in complaint handling.
- Successful experience in working with computer-based systems, including word processing, spreadsheets and databases.

PERSONAL ABILITIES

- Demonstrated ability to work under general direction, operate effectively within a team, undertake a range of tasks, determine priorities, meet tight deadlines and produce high standard work under pressure.
- Demonstrated ability to build rapport with stakeholders and colleagues with the purpose of improving efficiency levels and customer service.
- Demonstrated ability to keep accurate and complete records in accordance with relevant records management policies and procedures as well as the *State Records Act 1997*, or ability to develop ability.
- Ability to model ethical behaviour and practices consistent with the Public Sector Code of Ethics, the Board's stated values and the various policies and procedures.

EXPERIENCE

- Successful experience in providing effective customer contact in person, by telephone and email and handling enquiries under a variety of conditions in a helpful, responsive and positive manner.
- Experience in providing a range of administrative support functions, including providing professional and succinct correspondence, undertaking timely and accurate data entry and effectively using a range of computer software packages.

SECTION C:**DESIRABLE SELECTION CRITERIA**

- Experience in independently undertaking tasks including research, data gathering and recommendation preparation.
- Understanding of the role of the ESB as a statutory authority of the state of South Australia.

SECTION D:**DELEGATE APPROVAL****APPROVED BY:**

**Sean Heffernan, Acting Chief
Executive**

DATE: 16 January 2024

SIGNATURE:

The ESB Regulatory Capability Framework (RCF) outlines the regulatory skills, knowledge and behaviours that regulatory staff need to effectively regulate the early childhood sector in South Australia.

A regulatory capability framework is an invaluable tool for ensuring the continuous improvement and growth of regulatory staff in the ESB, enabling them to improve their existing capabilities and/or develop new ones.

All regulatory officers are encouraged to use the Regulatory Capability Framework to guide their performance development planning (PDP) and enable focused, productive PDP conversations with their managers.

The table below outlines the key capabilities.

<u>SECTION E:</u>	REGULATORY CAPABILITY FRAMEWORK		
Regulatory Decision-making	<ul style="list-style-type: none"> Effectively regulates the provision of education and care services to children and young people following the legislation and ESB policies and procedures. Effectively applies the legislation to achieve the desired regulatory outcomes. Gathers and manages evidence so that it can be used to prove the circumstances of the event. Continuously seeks to create improvements – to own practice, the team, and organisational processes. 		
Risk-based Regulation	<ul style="list-style-type: none"> Manages regulatory risks proportionately and maintains essential safeguards while minimising regulatory burden. Plans and prioritises work activities based on regulatory risk and ESB policies and procedures. 		
Regulatory Communication and Engagement	<ul style="list-style-type: none"> Understands the stakeholder and proactively considers the different needs and interests of these stakeholders. Communicates effectively with regulated parties using a range of communication strategies to achieve positive regulatory outcomes. Provides leadership to influence compliance and lead change in the regulated community. Behaves ethically and professionally and upholds and promotes the ESB and the South Australian Public Sector Values and Behaviours Framework. 		
Data Intelligence and Information	<ul style="list-style-type: none"> Manage and share information according to the legislation and following ESB policies and procedures. 		
Monitoring Compliance	<ul style="list-style-type: none"> Keeps contemporaneous notes and uses them to give evidence in court (tribunal or other contested hearing), prepare statements and compile reports, including incident reports. Implements and monitors Work Health Safety (WHS) policies, procedures and programs in the office and out in the field. 		
Acknowledged by occupant (Print name) (Signature) (Date)