# Position Details

## Communication & Information- CSOF5

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| The following information is for applicants | |
| Advertised Job Title | Case Management Specialist |
| Job Reference | 90125 |
| Tenure | Indefinite  Full-time |
| Salary Range | AU$102,724 to AU$111,165 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | All CSIRO locations considered |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Case Management Manager |
| Client Focus – Internal | 90% |
| Client Focus – External | 10% |
| Number of Direct Reports | 0 |
| Enquire about this job | Case Management Manager |
| How to apply | Apply online at <https://jobs.csiro.au/>  Internal applicants please apply via **Jobs Central**  If you experience difficulties when applying, please email [careers.online@csiro.au](mailto:careers.online@csiro.au) or call 1300 984 220. |

### Role Overview

The Workplace Relations team is a Centre of Excellence for practical support and tailored advice in dealing with industrial disputes, workplace issues, complex cases and external tribunal matters that affect CSIRO people. The Case Management team operates within this function to offer centralised case management to maximise positive outcomes for individuals and the organisation, while mitigating and managing the complexity of workplace issues and people matters.

The **Case Management Specialist** role is a critical position in the Case Management team, reporting to the Case Management Manager. The role is responsible for investigating and managing complex people matters to drive timely resolutions to ensure fair, diverse, inclusive, and consistent treatment to all CSIRO people in line with CSIRO values. They will do this through conducting thorough, ethical, and confidential enquiries in a professional manner in order to provide expert subject advice and guidance to resolve sensitive people matters including allegations of reportable conduct or misconduct and incidents relating to case management. The Case Management Specialist will prepare concise and accurate case management reports and provide clear advice and recommendations guiding individuals and leaders through the people management process.

### Duties and Key Result Areas:

* Investigate and manage complex people matters to drive timely resolutions in line with CSIRO values.
* Provide expert advice, guidance and root cause analysis on people-related issues.
* Conduct thorough enquiries or investigations and undertake analysis and assessments of allegations of reportable conduct/misconduct and incidents relating to case management.
* Ensure investigation processes are conducted in a thorough, ethical, confidential, and professional manner aligned to CSIRO values.
* Collaborate and establish strong working relationships with Centres of Excellence across the organisation, including People Partnering, Industrial Relations, Health and Safety, Health and Wellbeing, IM&T and other relevant stakeholders, by seeking regular input and subject matter expertise.
* Prepare concise and accurate investigation and sensitive case management reports which provide clear advice and recommendations to Senior Management and addresses appropriate risk analysis.
* Update, maintain and manage accurate and transparent records throughout the case management lifecycle in accordance with record-keeping procedures, including all implemented actions and resolutions undertaken, while maintaining a high-level of confidentiality.
* Liaise and work collaboratively with the broader Workplace Relations team and CSIRO Integrity Office where required.
* Manage and maintain health and wellbeing risks associated with the case management of individuals across CSIRO and respond appropriately to identified risks.
* Conduct analysis of learnings from each matter and provide these insights to the Case Management Manager to assist in identifying themes to provide input into broader People initiatives.
* Manage timely administration of the case management process and ensure appropriate confidential communication with individuals throughout the case management lifecycle.
* Collaborate with the Case Management Manager to assess and recommend appropriate course of actions to resolve complex people matters.
* Maintain high levels of integrity trust and respect at all times and adhere to the spirit and practice of CSIRO’s Code of Conduct and values, Health, Safety and Environment procedures and policy and diversity initiatives.
* Communicate openly, effectively, and respectfully with all People, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, often regionally dispersed team, to carry out tasks in support of CSIRO’s objectives.
* Other duties as directed.

## **Required Competencies:**

* **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
* **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.
* **Resource Management/Leadership:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
* **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
* **Independence:** Plans, sets and works to meet challenging standards and goals for self and/or others. Recognises where endeavours will make the most impact or difference, decides on desired outcome and sets realistic goals to reach this target.
* **Adaptability:**Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## **Selection Criteria**

#### Essential

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Bachelor’s Degree or equivalent experience and/or postgraduate qualification in Human Resource Management, Business Management, Industrial Relations, Employment Law or other relevant discipline.
2. Specialised investigation qualifications or the ability to gain relevant certification of investigation certificate.
3. Specialised knowledge and understanding of employee/industrial relations legislative and regulatory requirements, and processes and practices used in investigations of a complex and sensitive nature in a complex work environment or government organisation.
4. At least 5 years’ demonstrated experience working in an industrial/employee relations/human resources position managing, triaging, and end to end resolution of complex staffing matters.
5. Demonstrated ability to research, interpret and apply legislation, policies, and guidance material, particularly whilst encountering frequent ambiguity. A history of supporting and guiding management through complex and sensitive people matters.
6. Superior judgement and reasoning capability, and a demonstrated ability to maintain independence and apply a risk management approach to complex matters within the CSIRO risk framework.
7. A significant track record of analytical and problem-solving skills and the ability to identify root cause, assess options and develop tactical solutions. A history of proactively reaching resolution and using innovative mechanisms to reach resolution.
8. Superior written and verbal communication skills including influencing and negotiation to interact with a diverse range of key stakeholders across CSIRO.
9. A significant track record of integrity, tact, and the ability to manage and communicate highly sensitive and confidential information.
10. Demonstrated professional and respectful behaviours and attitudes in a collaborative environment.

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

* The successful candidate will be asked to obtain and provide evidence of a National Police Check or equivalent. Please note that people with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.

## **About CSIRO:**

We solve the greatest challenges through innovative science and technology. To find out more visit us [online](http://www.csiro.au/)!

CSIRO is a value-based organisation. In your application and at interview you will need to demonstrate behaviours aligned to our values of:

* People First
* Further Together
* Making it Real
* Trusted