

POSITION DESCRIPTION

POSITION TITLE:	Senior Investigations Officer – High Complexity Investigations – VAFS
LOCATION:	Melbourne
REPORTING TO:	Program Manager – VAFS
DEPARTMENT:	Victorian Apprenticeship Field Services

PURPOSE STATEMENT

The purpose of the SIO- HCI role within VAFS is to lead the high complexity investigations program. The VAFS Program confirms that apprentices and trainees in Victoria are receiving appropriate, relevant and high quality formal education and on the job training and experience and that employers and apprentices and trainees are fulfilling their obligations specified in registered training contracts. The HCI Program focuses on those Investigations which are complex, sensitive or are as a result of a complaint or a dispute between the parties to the contract.

This position will participate in investigations across the State of Victoria and therefore it is anticipated that at various times travel will be required necessitating one or more overnight stays. Considerable driving will be required. A vehicle is supplied.

OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

REPORTING

This position reports to the Program Manager – VAFS

PRIMARY DUTIES

- Conduct investigations resulting from an escalation from a LMCI escalation, complaint or dispute. This includes:
 - Develop an Investigation Plan (as required) and review and seek approval of the Plan by the Program Manager (PM) and VRQA.
 - Research employer information, the training contract, any history of unsuccessful and successful contacts recorded in the service provider's CMS, any history of Risk Assessments, previous investigations, disputes or complaints recorded in VRQA's Epsilon system, the circumstances of the issue and any related background information.
 - Arrange a site visit with apprentices, trainees and employers as required.
 - Attend site to conduct the investigation, including:
 - Interview and record statements from apprentices, trainees and employers.
 - Write records of conversation of all interviews.
 - Obtain and sight evidence supporting claims made by the parties.
 - Subsequent investigations/actions as appropriate, such as:
 - Investigate relevant records.
 - Conduct further interviews, record statements as required and write records of all interviews.
 - Detect fraud or misconduct and Develop conclusions.
 - Document the findings of the investigation and enter information into the JobReady data base case, including case notes and records of conversation.
 - Write an investigation report and issue to the PM & VRQA for review.
 - Administrative and case management functions associated
- Monitor and mentor Investigations Officers allocated to HCI cases such as Disputes and perform quality assurance on these cases through collaboration with the Senior Authorised Officer.
- Complete other less complex investigations as directed by the Program Manager.
- Participate proactively as a team member, or autonomously, to achieve the outcomes within a Compliance Framework.
- Always act in good faith, with respect and integrity.
- Respond to requests made by the VRQA promptly and professionally and in line with service expectations
- Participate as a member of an extended service team in line with organisational values.
- Meet and exceed organisational and contractual Key Performance Indicators (KPIs).
- Manage own workload, ensuring that timeframes are strictly adhered to.
- Other tasks as required.

PERFORMANCE MEASURES

- Exceeding the achievement of HCI contract KPIs
- Achievement of BUSY KPIs
- Contribution to LMCI program
- Quality and timeliness of deliverables including reports
- Contributions to continuous improvement, knowledge sharing and intelligence gathering plans across VRFS personnel
- Safety of staff
- Leadership on BUSY Values
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KNOWLEDGE, SKILLS & EXPERIENCE

- Demonstrated ability to research and investigate regulatory matters including the ability to develop investigation plans, develop records of conversations and keep accurate, complete and objective records.
- Demonstrated capability to write clear, objective and concise reports for submission to a Delegate for decisions.

- Demonstrated knowledge of vocational training issues and in particular the regulations, Acts and Contract requirements that relate to the Apprenticeship and Traineeship System in Victoria.
- Communication and interpersonal skills including effective interviewing skills, and problem solving skills.
- Demonstrated ability to work independently to achieve challenging KPIs.
- A calm self-confident demeanour suited to a regulatory role.

QUALIFICATIONS

- A Certificate IV in Government Investigations or willing to achieve the qualification within 12 months of commencement. A relevant higher qualification such as a Diploma in Government Investigations or similar would be well regarded.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: _____ Date: _____