

POSITION DESCRIPTION

Position Title:	Internal Ombudsman	Position Code:	6-IO
Division:	Executive Services	Grade:	J
Location:	Dubbo	Hours/Week:	35
Reports to:	Executive Manager Governance and Internal Control		
No. Direct Reports:	Nil	No. Indirect Reports	Nil

Primary Purpose of Position

The Internal Ombudsman is Council's focal point for members of the community, staff, Councillors and other interested parties, should they have concerns or complaints regarding potential corrupt conduct, misconduct, maladministration or other unethical behaviour, by Council, Council staff or Councillors. The Internal Ombudsman independently assesses and investigates the administrative processes of the Council or Council staff.

The Internal Ombudsman also provides sound strategic and operational advice to Council staff, Councillors and the community, on ethical-best practice and probity. The role actively seeks to ensure that Council operates in a fair, transparent and accountable manner, enhancing Council's credibility, reputation and trust.

The role provides for advice on best practice, continuous improvement to service delivery and suggested customer service enhancements in the way services are provided to the community.

Key Accountabilities / Duties

Key Result Area	Primary Activities
Leadership and advisory	<ul style="list-style-type: none"> • Provide strong leadership and specialist advice to the Chief Executive Officer, staff and the community on ethical decision-making, transparency, accountability and probity related matters. • Provide advice and guidance on development of or improvement to Council policies, processes, systems and procedures, to improve Council's ethical workplace culture and resilience to corruption or other impropriety. • Provide timely and sound advice to the Chief Executive Officer on issues associated with the risk of corrupt conduct, ensuring referral to the Independent Commission Against Corruption (ICAC) if necessary. • Provide advice to the Chief Executive Officer on enhancements in service delivery that have been identified.
Complaint handling and investigative services	<ul style="list-style-type: none"> • Independently and proficiently receive, assess and resolve complaints from members of the community, staff, management and Councillors. If warranted, refer the complaint for further investigation to a relevant external authority, such as the NSW Ombudsman, NSW Police, ICAC or the Office of Local Government (OLG). • Impartially and objectively manage and conduct high level and in depth investigations, in accordance with best practice and the principles of procedural fairness. • Manage complainants' expectations, through the provision of a complaint handling function that serves to accommodate a range of potential issues.

Key Accountabilities / Duties	
	<ul style="list-style-type: none"> Ensure that investigation and review findings are factually reported to the Chief Executive Officer for his determination and accompanied with strong recommendations to improve ethical best practice and probity.
Raising awareness and best practice	<ul style="list-style-type: none"> Provide advice to staff, managers and the Chief Executive Officer, regarding their obligations under the Code of Conduct and associated probity-related policies and best practice. Inform the community on the interpretation and implementation of relevant legislation and best practice. Educate management and staff on the principles of ethical leadership. Suggest strategic and operational improvements to prevent, manage or mitigate the risk of corruption. Provide advice on best practice and customer service improvements.
Service delivery	<ul style="list-style-type: none"> Record and report complaint statistics and identification of trends, providing reports to Council, the Audit and Risk Management Committee, and annually to the NSW Ombudsman and the OLG. Ensure that robust practices are adopted and demonstrably embedded, highlighting particular areas of vulnerability or high risk with proposed solutions that build organisational integrity. Seek out and take opportunities to add value to Council and improve service delivery, by designing out the operational risk of corruption, encouraging positive reporting and business ownership of probity best practice. Providing periodic reports and advice on broader probity related issues, based on trend analyses, community complaints, and similar means. Provide better methods of service delivery in areas that have been flagged as improvements required.

Inherent Requirements of the Position
<ul style="list-style-type: none"> Class C Driver Licence Criminal Record Check A large majority of this role is office based, but travel between Council sites and locations will be a necessary component of the role.

Selection Criteria
Essential
<ol style="list-style-type: none"> Bachelor Degree in Business Administration, Law, Policing, Human Resources or related discipline or experience commensurate to the qualification(s). Strong, strategic leadership experience, with excellent analytical, consultation, negotiation and conflict resolution skills, and the ability to resolve high priority, sensitive and complex matters. Extensive experience in the managing, planning and conduct of investigations, including an in-depth knowledge of investigation techniques, procedural fairness and a demonstrated ability to adopt a fair and equitable approach to the resolution of complaints and disputes.

4. Sound knowledge of relevant legislation and associated best practice; including, but not limited to: (local government policy and practice, *Public Interest Disclosures Act 1994*, *Independent Commission Against Corruption Act 1988*).
5. Excellent oral and written communication skills, with a demonstrated track record of interaction with a range of audiences and stakeholders of various backgrounds, including senior executives and community leaders/representatives.
6. Demonstrated problem solving and decision making skills, as well as an ability to demonstrate initiative, including ability to initiate and respond effectively to change.

Desirable

7. Specialist qualifications or accreditations in an area that is directly related to one or more of the key services for which the incumbent will be responsible (e.g., Certified Fraud Examiner; Cert IV Investigations / Government; Public Administration).
8. Understanding the workings of Local Government or experience in a public sector environment.

Organisation Wide Accountabilities

Corporate Values	<p>Creating Community for Today and Tomorrow</p> <p>All employees have a responsibility to uphold the values of Dubbo Regional Council being:</p> <ul style="list-style-type: none"> • Progressive <ul style="list-style-type: none"> ○ Be Curious, Courageous And Committed • Sustainable <ul style="list-style-type: none"> ○ Balanced Approach To Growth & Opportunity • One Team <ul style="list-style-type: none"> ○ Working Together • Integrity <ul style="list-style-type: none"> ○ Accountable For Our Actions
Work Health and Safety	<p>All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:</p> <ul style="list-style-type: none"> • Complying with Council's WHS policies and procedures • Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others • Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture & Safety within 48 hours • Participating in any WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	<p>Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels</p>

	and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.
Code of Conduct and Equal Employment Opportunity	<p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: