



## **Position Description – Investigation and Complaints Officer**

*The main focus of this role is to receive and handle complaints that are made by telephone or via the web portal of [www.integrityline.com.au](http://www.integrityline.com.au) and similar services that are maintained by Worklogic. You will be the primary contact for IntegrityLine 2 days per week, 9.00 am-5.30pm (with breaks). Some of this work can be done from home, by arrangement and after a training / coaching period.*

*Candidates will bring to this role a strong understanding of, and respect for, privacy, confidentiality and data security, as well as sophisticated communication skills, conflict management skills, emotional sensitivity and the ability to manage sometimes challenging subject-matter.*

*Worklogic is a flexible, equal opportunity employer.*

### **Client Projects**

Instructed by Worklogic consultants, carry out billable work on client projects, including:

- taking whistle-blower calls and recording details of complaints on the Integrity Line,
- reviewing, analysing and summarising evidence collected in workplace investigations, workplace audits and critical incident reviews,
- drafting and proof-reading reports of investigations, audits and reviews,
- desktop research in the areas of human resources, complaints-handling, workplace relations and Worklogic's other areas of practice,
- other consulting work associated with Worklogic's services (not including legal advice);

All tasks associated with the billable work described above, such as preparation, research, planning, drafting, travel, attendance, correspondence, communication, file management, record-keeping, report writing and presentations.

### **Administration**

- Keeping accurate and regular timesheets of all work completed;
- Maintaining the strictest standards of data security, confidentiality and privacy;
- Other duties as required by the Employer.