

POSITION DESCRIPTION

Directorate:	Justice & Community Safety
Agency:	Human Rights Commission
Business Unit:	Discrimination, Health Services, Disability & Community Services Commissioner and Information Privacy Commissioner.
Position Title:	Senior Intake & Review Officer
Position Number:	9944
Classification:	Administrative Services Office Class 6 (ASO6)
Location:	Canberra ACT
Last Reviewed:	May 2026



The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

AGENCY OVERVIEW

The ACT Human Rights Commission is an independent agency established by the *Human Rights Commission Act 2005*.

The Commission works to:

- Provide an independent, fair, and accessible process for resolving individual complaints.
- Promote the human rights and welfare of all.
- Provide advocacy for children, young people and adults experiencing vulnerability; and
- Provide victim support, advocacy and assistance.

The Commission includes four statutory officer holders:

- President and Human Rights Commissioner
- Children & Young People Commissioner and Public Advocate
- Discrimination, Health, Disability & Community Services Commissioner
- Victims of Crime Commissioner

BUSINESS UNIT OVERVIEW

The Discrimination, Health Services, Disability & Community Services Commissioner (DHSDCS) and temporarily the ACT Privacy Commissioner sits within the ACT Human Rights Commission and:

1. Independently handles all complaints received by the Commission in relation to a range of services, and under discrimination law;
2. Provides a free information service to the ACT community about the complaint handling process and complaint jurisdictions administered by the Commission;
3. Promotes understanding of human rights and the welfare of all people in the ACT;
4. Encourages service improvement and increases awareness of the rights and responsibilities of service users and providers;
5. Uses Commission-Initiated Consideration (CIC) powers to address systemic issues; and
6. Contributes to legislative and policy development across the jurisdictions administered by the Commissioner.

POSITION OVERVIEW

The Senior Intake and Review Officer supports the Discrimination, Health Services, Disability & Community Services Commissioner (DHDCS) under the *Human Rights Commission Act 2005*. The Senior Intake and Review officer will work as part of a multidisciplinary team to handle complex complaints across our multiple jurisdictions.

WHAT YOU WILL DO

Under limited direction of the Senior Director of Complaints, the Senior Intake & Review Officer will:

- Manage a caseload of complaints across multiple jurisdictions, including investigation and conciliation (alternative dispute resolution).
- Provide information and advice to members of the public about rights, responsibilities and complaint handling options in the areas of discrimination, health services, disability and community services and children and young people.
- Assist with the administrative processes with the various registered health practitioner boards and the Australian Health Practitioner Regulation Agency.
- Undertake projects as required.
- Produce reports based on extraction and analysis of data from case management database
- Participate in or deliver community education and engagement activities as required.

- Maintain records in accordance with the *Territory Records Act 2002*, organisation policy, and the *Health Records (Privacy and Access) Act 1997*.
- Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the Branch.
- This position does not involve direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated knowledge, or ability to rapidly acquire knowledge, of the Commission's complaint handling jurisdictions, including health services, human rights, discrimination, code for health workers, disability services, privacy, victims of crime charter of rights, occupancy disputes, children and young people services, vulnerable persons, retirement villages, older persons and sexuality and gender identity conversion practices.
2. Demonstrated knowledge and experience in undertaking statutory complaint handling, including investigation and conciliation / alternative dispute resolution processes.
3. Demonstrated ability to undertake research and analysis and the demonstrated ability to undertake and deliver on projects.

Behavioural Capabilities

1. Excellent written and verbal communication skills, including the ability to prepare complex briefs, reports and submissions.
2. Demonstrated liaison and interpersonal skills, including the ability to develop and maintain effective relationships with a wide range of clients and internal and external stakeholders, including the ability to provide services to a diverse range of people.
3. Demonstrated ability to use sound judgment, including the ability to work in professional and courteous manner within a sensitive work environment.

Compliance Requirements / Qualifications

1. Relevant tertiary qualifications in law or health are desirable.
2. Experience in the use of Resolve Case Management databased is desirable.
3. This position does require a Working with Vulnerable People Check.
4. This position does not require a pre-employment medical.
5. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
6. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Senior Intake & Review Officer (P45268) and indicates how frequently each of these requirements

would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Never
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Never
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Occasionally

Frequent travel – interstate	Never
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SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never