

# Case Manager

## Administrative Division



the university  
for the real world

## About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the \$95M Education Precinct.

Further information about QUT can be obtained from the website at [www.qut.edu.au](http://www.qut.edu.au).

### Our Vision

QUT's [Blueprint 6](#) is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful. Providing a compass for our decisions, actions and behaviours and strengthening our community.

### QUT Values

- Ambition
- Curiosity
- Innovation
- Integrity
- Inclusiveness

## About the Administrative Division

The Administrative Division plays an integral role in assisting the University to achieve its teaching, research and service goals in two important ways: firstly by providing management and support services in relation to students and staff through a range of operations; and secondly through its role as the custodian of the University's legislative obligations and standards, governance and policy.

## About the Position

The position provides high level support and advice to the University Registrar and the Director, Office of the University Registrar in their role as the University's Crime and Corruption Commission (CCC) Contact Officer, Public Interest Disclosure (PID) Contact Officer and Child Protection Coordinator and oversees the management of complex cases and student complaint processes. The work environment is significant in its complexity, and the rapidity with which it changes.

This position reports to the Director, Office of the Vice-President (Administration) and University Registrar for supervision, workload management and for Performance Planning and Review (PPR).

### Key responsibilities include:

- Under the direction of the Director, Office of the Vice-President (Administration) and University Registrar, support the University Registrar's role as PID Coordinator. Assist in the management of public interest disclosure (PID) cases as they arise and under the direction of the Director, provide advice to the University Registrar on PID legislation and management, acting as case manager, as appropriate, for whistleblowers, assessing any protection needs arising out of disclosure and providing advice to all parties involved.

- In consultation with the Director, support the University Registrar's role as QUT's Crime and Corruption Commission (CCC) Contact Officer, provide advice to the University Registrar on whether matters should be reported to the CCC, in accordance with legislation.
- Support the Director in maintaining contact with the CCC on cases of suspected corrupt conduct, providing updates as matters progress and communicate instructions from the CCC to relevant parties, as applicable.
- Liaise with Assurance, Risk and Integrity Services in relation to potential and alleged instances of corruption and fraud that require investigation.
- Support with managing cases under QUT's Child Protection Policy, including communication of the Child and Youth Risk Management Strategy, including processes for reporting and responding to child safety concerns through the Director, as the QUT Child Protection Coordinator.
- Under the direction of the Director, provide advice to staff and the University Registrar on student misconduct, fitness to study and preparedness for professional experience cases and assisting with matters convening and chairing the Fitness to Study Advisory Group as necessary.
- In consultation with the Director, provide advice to staff across QUT as necessary in regard to the management of challenging student cases, issues and complaints.
- Assist with interpreting legislation and policy and analysing legal advice on a wide variety of complex student and staff issues and providing advice to the University Registrar and senior managers on appropriate courses of action.
- Assist with providing advice to QUT's media communication team regarding social media complaints and media releases on particular matters.
- In consultation with the Director, liaise with the University's external lawyers, government departments, the Queensland Information Commissioner, the Queensland Ombudsman's office, other higher education institutions and external agencies.
- In consultation with the Director, liaise with and maintain a network of internal and external university contacts, proactively communicating the Vice-President (Administration) and University Registrar

views and policy directions on staff and student matters.

- Assist the Director in coordinating and preparing briefing papers, and submissions to meet University requirements regarding Student Misconduct, the use of the QUT Seal and Deeds executed under Power of Authority, Student and Staff Grievance reports, reports for Risk and Audit on particular risk cases, annual fraud and corruption reports, PID reporting and significant incident reporting as applicable.
- Coordinate training and information sessions on complex case management for University staff e.g. PID Workshops externally facilitated by the QLD Ombudsman.
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- participate in job rotation or multiskilling in consultation with their supervisor;
- work across campuses

### **Type of appointment**

This appointment will be offered on an ongoing, full-time basis.

### **Location**

Gardens Point campus.

## **Selection Criteria**

1. Postgraduate qualifications in a relevant area, or an equivalent combination of tertiary education and relevant experience.
2. Proven high level written communication skills including research and analytical skills for investigating issues and interpreting legislation, policies and practices.
3. Proven success in providing detailed advice and recommendations across complex matters.
4. Highly developed interpersonal and relationship management skills, for establishing and maintaining effective working relationships across a large organisation, while also demonstrating

respect for sensitivity and confidentiality of issues handled.

5. Demonstrated high-level planning and organisational skills, including the ability to multi-task and work effectively under pressure.
6. Demonstrated ability to apply judgment and diplomacy to complex and/or sensitive issues and those which may be unexpected or unprecedented.

### **Remuneration and Benefits**

The classification for this position is Higher Education Worker Level 9 (HEW9) which has an annual remuneration range of \$133,427 to \$139,780 pa. Which is inclusive of an annual salary range of \$114,040 to \$119,470 pa and 17% superannuation.

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance
- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the [Working at QUT](#) page.

### **Information for applicants**

This position has been identified by QUT as being engaged in child related employment. Appointment to this position is therefore subject to the provisions of the Working with Children (Risk Management and Screening) Act 2000. The appointee will be required to undergo a 'Working with Children Check' which will assess their suitability to work with children (defined as anyone under 18 years of age) based on his or her criminal history.

