

POSITION DESCRIPTION



Case Manager

POSITION DETAILS

Position Title	Case Manager
Classification	Level 8
Position Number	NEW
School/Office	Conduct and Investigations Office, Office of General Counsel
Division	Vice-Chancellor & President

POSITION PURPOSE

The Case Manager is responsible for assessing, case managing, and resolving staff and student complaint and misconduct matters in a timely, objective, and fair process that promotes organisational integrity and utilises complaint and misconduct data to identify areas for quality improvement of WSU services and experiences for members of the WSU community.

KEY ACCOUNTABILITIES

1. Receive, assess, and manage complaints including complaints of misconduct ensuring appropriate action pathways (investigation, referral, escalation, alternate process) and provide clear, timely and confidential communication throughout the case management process.
2. Lead multi-layered investigations, collaborating with academic and professional staff, to conduct interviews, collect data, develop and adjust investigation plans, produce briefs of evidence, and provide impartial recommendations to resolve matters.
3. Interpret and apply complex legislation and institutional policy frameworks (e.g. gender-violence code, public interest disclosure) and ensure maintenance of ethical integrity in the case management process
4. Build and sustain effective relationships across internal and external stakeholders (students, staff, executives, regulatory bodies).
5. Coordinate staff training and development to build capability in delivering high-quality local complaint and misconduct management that promotes an impartial, fair and respectful culture that champions a safe “speak up” environment and protection against reprisals.
6. Manage highly confidential case records accurately in case-management systems and prepare detailed analyses, investigation briefs, and regular summary reports for senior leadership and external regulators.
7. Monitor complaint data to detect patterns or systemic issues. Provide timely, evidence-based

advice and recommendations for policy or process improvements to enhance institutional performance and mitigate risk.

8. Ensure psychosocial and physical risks are identified and managed in investigative tasks. Demonstrate commitment to institutional values and code of conduct, guiding staff and student behaviour and enhancing an ethical organisational culture.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. A post-graduate degree in a relevant discipline and/or extensive experience and training in administrative review and/or investigation and/or case management, with demonstrated experience in case management, investigation, and resolution of complaints, disputes, misconduct, or equivalent including the ability to identify, analyse, and evaluate risks that may impact members of the university community and exercise good independent judgment.
2. Demonstrated high level case management skills, including the proven ability to work in a high volume, process driven administrative environment with multiple deadlines requiring developed organisational skills to prioritise, meet deadlines, work accurately, pay attention to detail, engage multiple stakeholders and keep accurate and contemporaneous records.
3. Demonstrated analytical and problem solving skills including the ability to understand, interpret and apply the principles of antidiscrimination, staff and student equity, trauma-informed approach to gendered violence, occupational health and safety, and other relevant policies and legislation.
4. Demonstrated very high level written communication, interpersonal, and oral communication skills, including proven ability in the preparation of reports and/or communication for the consideration of senior decision makers and external regulators as well as demonstrated high level of emotional intelligence including the ability to deal with people in varying emotional states and to provide assistance whilst maintaining an appropriate level of distance and objectivity.
5. Demonstrated ability to establish and nurture strong working relationships with stakeholders, fostering collaboration and effective communication to ensure a consistent and coordinated approach to case management including proven ability to liaise and build effective working relationships with stakeholders external to the University.
6. Demonstrated understanding of and commitment to maintaining confidentiality, exercising discretion, as well as knowledge of health and safety responsibilities.

KEY RELATIONSHIPS

This position reports to: Director, Conduct and Investigations

There are two direct reports

Key internal relationships:

- 1. Complainants and others involved in managing the complaint, including witnesses;
- 2. Members of the Complaints, Conduct and Appeals Unit team;
- 3. Colleagues in other work units of the university including Student Wellbeing and Welfare, Data Integrity, Quality and Operations, Campus Safety and Security, Office of Governance Services, Office for People, Student Union and Office of General Counsel;
- 4. Heads of School, Deans, Deputy Deans, Directors, Deputy Vice Chancellors, Pro Vice Chancellors, Vice Presidents and the Vice Chancellor's Office on complex student and staff related complaints including complaints about misconduct;
- 5. External agencies including the National Student Ombudsman, the Human Rights Commission, the Anti-Discrimination Board and the NSW Ombudsman.

CHALLENGES

- Navigating competing priorities across multiple stakeholder groups while maintaining service quality.
- Ensuring compliance with complex and changing regulatory frameworks.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Public Interest Disclosure Policy
- Enterprise Agreement/s
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Office for People

Date: 25/08/2025