

# POSITION DESCRIPTION



## Complex Case Manager



### POSITION DETAILS

<b>Position Title</b>	Complex Case Manager
<b>Classification</b>	HEW Level 9
<b>Position Number</b>	NEW
<b>School/Office</b>	Conduct and Investigations Office, Office of the General Counsel
<b>Division</b>	Vice-Chancellor & President

### POSITION PURPOSE

The Complex Case Manager leads the strategic development and implementation of university-wide frameworks for managing serious misconduct and complaints, ensuring alignment with institutional values, regulatory obligations, and sector best practice. The Complex Case Manager plays a key role in managing the most serious, sensitive and complex CIO cases including public and protected disclosures, Australian Research Integrity, ICAC and Ombudsman's matters as well as other sensitive matters requiring complex case management, such as gendered violence including sexual misconduct cases. The Complex Case Manager is responsible for case managing complex matters in a timely, objective, and fair process that promotes organisational integrity.

### KEY ACCOUNTABILITIES

- Lead the design and implementation of university-wide complaint and misconduct frameworks, ensuring consistency, compliance, and continuous improvement across all campuses and units.
- Represent the university in sector-wide forums and regulatory consultations on misconduct and integrity matters.
- Provide strategic advice to the Vice-Chancellor, Board of Trustees, and senior leadership on emerging risks, systemic issues, and institutional responses.
- Lead the development, review, and implementation of institutional policies and procedures related to misconduct, protected disclosures, and complaint resolution.
- Chair or co-chair governance committees related to integrity, misconduct, or public interest disclosures.
- Lead and manage a team of case managers, providing strategic direction, coaching, and performance management.

- Develop and deliver capability-building programs for staff across the university in ethical decision-making and complaint handling.
- Lead enterprise-wide risk assessments related to misconduct and complaints, and develop mitigation strategies in collaboration with Risk and Audit.
- Develop strategic plans for the CIO unit aligned with university priorities and regulatory trends.
- Liaises with external regulators.

## **QUALIFICATIONS, EXPERIENCE AND SKILLS**

1. A relevant tertiary qualification, or an equivalent level of knowledge, and substantial experience in managing and investigating complex complaints including public interest disclosures and gendered violence, or internal audit function, involving multiple stakeholders in a large and complex organisation.
2. Demonstrated extensive skills and experience in conducting investigations, including developing investigation and risk plans, securing evidence, interviewing witnesses, experts and others, analysing evidence, preparing detailed investigation reports and maintaining accurate records of investigation.
3. Expert knowledge of procedural fairness and a solid understanding of the Public Interest Disclosures Act 1994 (NSW), Crimes Act 1900 (NSW), ICAC Act 1998 (NSW), administrative and employment law, staff and student codes of conduct and related policies and procedures including conflicts of interest policies.
4. Superior oral and written communication skills with exceptional interpersonal abilities to engage, influence, advise a diverse range of stakeholders including presentations and training as well as mediation and conflict resolution in complex environments.
5. Demonstrated superior judgment and emotional intelligence particularly in relation to dealing with highly sensitive, confidential and potentially controversial matters with tact, sensitivity, respect, courage, discretion and absolute integrity.
6. 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.
7. Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

## **KEY RELATIONSHIPS**

This position reports to the Director, Conduct and Investigations. This position may have supervisory responsibilities.

Success in the role will be dependent on developing and maintaining positive relationships

with:

1. Complainants and others involved in managing the complaint, including witnesses;
2. Members of the CIO 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 of People, 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;
5. External agencies including the National Student Ombudsman, and the Human Rights Commission.

## **CHALLENGES**

1. Leading the development and implementation of university-wide misconduct and complaint

- frameworks while balancing strategic priorities, legal obligations, and stakeholder expectations.
2. Navigating high-stakes investigations and disclosures involving reputational risk, requiring expert judgment, discretion, and coordination across multiple governance and regulatory bodies.

## **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
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

**Approved by: Office for People**

**Date: 25/08/2025**