



Case Manager (A04)

Duration	Temporary-flexible, full-time	Fortnightly salary	\$3004.80- \$3,294.80	Total annual remuneration	\$78,393 - \$85,959
Location	Brisbane	Contact	Sharon Young, Manager, Brisbane Complaint Team Phone: (07) 3021 9105		

Your opportunity

You have the opportunity to join the Queensland's leading human rights agency in a position of trust where you will contribute building a culture of human rights in Queensland

Queensland Human Rights Commission

Originally established as the Anti-Discrimination Commission Queensland in 1996, we transitioned to the Queensland Human Rights Commission (QHRC) in 2019 with the introduction of the *Human Rights Act 2019*. QHRC is an independent statutory body with functions under the *Anti-Discrimination Act 1991* and *Human Rights Act 2019*. Our services are delivered through four office locations in Brisbane, Rockhampton, Townsville and Cairns.

QHRC's functions include dealing with human rights and discrimination complaints, promoting an understanding and acceptance of human rights, providing education and information on rights and responsibilities under anti-discrimination and human rights law.

Staff of the QHRC are expected to uphold and model the values of fairness, personal integrity and impartiality, a commitment to human rights, inclusion and diversity and respect for the law.

Our vision: A Queensland where human rights are real for everyone.

Our purpose: To protect and promote freedom, respect, equality and dignity.

Your contribution

This role is to provide case management services to the public in relation to complaints received by the Commission under the *Anti-Discrimination Act 1991* and the *Human Rights Act 2019*. The role provides information to the public about the complaint management process, and provides administrative support for the complaint management team.

Key responsibilities of the role include:

1. Respond verbally and in writing to enquiries from the public regarding the progress of their complaint file.
2. Provide administrative support to complaint handlers throughout the complaint management process.
3. Maintain accurate and timely file and computer records of enquiries, including archiving.
4. Answer enquiries from the public by phone, email and in person and provide appropriate information or referrals.
5. Such other duties as directed.

What we are looking for

Appointments in the public sector are merit-based and will be assessed by looking at what you have done previously—the knowledge, skills and experience you have built, your potential for development, and your personal qualities. Within the context of the role described above, the ideal applicant will be someone who can demonstrate the following key attributes:

1. **Supports Strategic Direction** - Ability to effectively respond to client enquiries, and provide administrative support in file management by following established office procedures.
2. **Achieves Results** - Ability to effectively manage multiple tasks including providing information and referrals to clients, maintaining electronic records as directed, and providing administrative support in file management activities.
3. **Supports Productive Working Relationships** - Ability to sensitively and professionally manage enquiries from diverse and vulnerable people, and to build and maintain effective working relationships with colleagues and supervisors.
4. **Displays Personal Drive and Integrity** - Ability to learn, follow and apply established guidelines and ability to learn and apply new information.
5. **Communicates with Influence** - Good written, verbal and interpersonal communication skills.

These attributes are based on the [Queensland Public Service Capability and Leadership Framework](#) and have been tailored for this agency.

Mandatory Requirements

A current driver's licence is an advantage but is not mandatory.

Conditions and benefits of the role

The Queensland Government recently ranked in the top 10 most attractive employers in Australia for 2017.

Your employment experience with Queensland Human Rights Commission will include work-life balance with flexible working options, competitive salary and benefits (including up to 12.75 per cent superannuation contributions by your employer), generous leave entitlements and the chance to make a difference to the people and communities of Queensland.

Queensland Human Rights Commission supports work-life balance. Flexible working options include part-time work, flexible start times and telecommuting. Applicants seeking flexible work options are encouraged to apply.

Your home base will be 53 Albert Street Brisbane

Your employment conditions are set out in the [Public Service Act 2008](#), [Queensland Public Service Officers and Other Employees Award – State 2015](#), and [State Government Entities Certified Agreement 2015](#).

Interested in applying?

People from diverse backgrounds including non-English speaking backgrounds, people with disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply. To enable us to assess your merit, your application should include:

- your current resume
- a brief letter (1 -2 page) telling us why you are interested in this role and outlining your suitability for the role by addressing the key attributes under “what we are looking for”. Please note: your statement may be considered an example of your written communication skills.

Please send your application directly to:

Sharon Young

Manager, Brisbane Complaints and Intake
Queensland Human Rights Commission
e sharon.young@qhrc.qld.gov.au
p 07 3021 9105
Level 20, 53 Albert Street Brisbane Q 4000
qhrc.qld.gov.au

Additional information

The Queensland Government is an equal opportunity employer.

Applications remain current for a twelve-month period.

The successful applicant may be required to travel within south-east Queensland and to perform some work outside normal business hours. A minimum probation period of 3 months may apply.

All employees are expected to take primary/individual responsibility for certain administrative and other tasks such as typing documents and providing data input to corporate systems.

The commission is a modern workplace which relies heavily on the efficiency provided by computer based management tools. The current operating environment is Windows 10 and Office 2016 utilizing a Citrix desktop environment and VOIP telephony system.

Any applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them. If recommended for appointment the Panel Chair will contact the applicant further to discuss this requirement.

All newly appointed public service employees who have been employed as a lobbyist in the previous 2 years are required to provide a disclosure to the Director-General within 1 month of commencement in accordance with *the Disclosure of previous employment as a lobbyist* policy.

A non-smoking policy is effective in the Commission's offices and motor vehicles.