

**Vacancy Information Kit**



| **Position Details** |  |
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| **Reference Number** | 0171/22\_ESG/HR-EXT |
| **Type** | Ongoing/Non-ongoing |
| **Classification** | APS Level 6 |
| **Job Title** | Performance and Conduct Case Manager |
| **Location** | Canberra/Melbourne – Home based work arrangements will be considered |
| **Security Clearance** | Ability to obtain and maintain a Baseline security clearance |
| **Closing Date** | 11:30PM AEST - Thursday 18 August 2022 |

## About us

The Attorney-General's Department delivers programs and policies to maintain and improve Australia's law and justice framework. Through the Australian Government Solicitor, we also provide legal services to the Commonwealth, including legal advice and representation.

**The department’s Key Activities:**

*1: Provide legal services and policy advice and oversee legal services across government*

We deliver high-quality legal services, provide high-quality policy advice and oversee the effective and efficient provision of legal services to the Australian Government and its entities. We do this to ensure that decisions are based in law, to strengthen policy outcomes and to manage legal risk. We represent the Australian Government in constitutional and other disputes and assist it in resolving and managing significant and sensitive matters. We manage international dispute resolution on behalf of the Australian Government.

*2: Manage casework*

We undertake casework relating to international crime cooperation, federal offenders, international family law, private international law and complaints under the United Nations human rights conventions in order to support Australia’s law and justice frameworks.

*3: Administer and advise on legal and policy frameworks*

We design, implement, maintain, evaluate and reform legal and policy frameworks to improve outcomes for people in Australia in relation to rights, justice, security, integrity and workplaces. We ensure access to fair and affordable institutions and mechanisms that promote accountability and the rule of law.

*4: Establish and support royal commissions and other bodies*

We establish and provide support to royal commissions and other bodies to assist them to commence their enquiries in a timely manner consistent with their terms of reference to uphold the rule of law and provide strong oversight, transparency and accountability in matters of public importance. We work with royal commissions and other bodies to provide the information and evidence they need from the government to conduct their inquiries.

Through these key activities, we contribute to Australia being a prosperous, fair and cohesive nation.

The department operates in a diverse and complex environment to address challenging issues. We have a highly-skilled and engaged workforce involved in policy development and implementation and program administration. The department also has a large number of practicing lawyers, mainly within the Australian Government Solicitor Group within the department.

Our future success is dependent on a workforce that is agile, diverse, outward looking, engages more effectively with risk, and responds flexibly to our changing environment.

Central to the department meeting its strategic priorities and objectives is a capable, engaged and flexible workforce which can perform and excel in a complex and changing environment. By investing in the development of our people, we aim to improve our productivity and enhance our ability to deliver high quality advice and outcomes.

**This recruitment process will be used to fill:**

**Job Title: Case Manager**

**Classification: APS Level 6**

**Location: Canberra/Melbourne (Home based work arrangements will be considered)**

**This recruitment process will also create a merit pool for future similar vacancies in the:**

**Human Resources Branch**

Ongoing positions may be offered as a result of this process. Non-ongoing position(s) may be offered for a specified term of up to 18 months.

The department is committed to having a flexible and inclusive workplace and recognises and values the diversity of the wider Australia community. We encourage and welcome applications from people with disability, Aboriginal and Torres Strait Islander peoples, LGBTIQ+ people, people from culturally and linguistically diverse backgrounds and mature age people.

While the role is based out of Canberra or Melbourne, the department will consider a home based work arrangement.

## Our Opportunity

**Performance and Conduct Case Manager**

The APS Level 6 Case Manager is responsible for providing complex and sensitive case management services, in accordance with legislation, in performance management, APS Code of Conduct and reviews of employment-related action. The role ensures the department meets its obligations under the *Public Service Act 1999* (PS Act) and is compliant with the APSC’s Handling Misconduct Guide.

## Who are we looking for?

We seek people who bring external ideas, diverse experience, and global perspectives, and are willing to explore innovative ways of working. People who work for us will display leadership at all levels, apply information effectively in order to solve problems, and work collaboratively to achieve outcomes.

**Specific requirements of the role:**

* Excellent communication skills, with the ability to build effective partnerships that engage stakeholders in understanding the issues, identifying innovative solutions and in supporting implementation.
* Demonstrated understanding of APS code of conduct investigations and performance management processes in an APS context.
* Ability to deal with highly sensitive situations.
* Ability to identify where technical support, information and guidance is available and seek this guidance and assistance when appropriate.
* Ability to work independently and as part of a team.

Please refer to the [AGD Performance Expectations](https://www.ag.gov.au/about-us/careers/what-we-expect) for more detail.

The range and nature of work within the Attorney-General’s Department requires a workforce that reflects our diverse society and the department provides a number of support mechanisms for employees.

As an AGD employee, you will:

* be part of an inclusive and diverse work environment
* receive a generous starting salary and work conditions
* benefit from supportive learning and development
* be supported by a range of active networks including the Indigenous Employee Network, the Celebrating Ability Network, the Women’s Network, the Pride Network and the Cultural and Linguistically Diverse Network.

To see further information regarding our support for our employees, please see our [Workplace Diversity Page](https://www.ag.gov.au/about/pages/workplacediversity.aspx).

## The selection process may entail

AGD uses a range of assessment processes to assist us in selecting suitable applicants. We uphold the Merit Principle and our processes are designed to select the best available person for the job.

| **1.** | **Submit** | Complete and submit your resume, referees and statement of claims (max. 750 words). |
| --- | --- | --- |
| **2.** | **Shortlist** | We will assess your written application using the relevant [AGD Performance Expectations](https://www.ag.gov.au/about-us/careers/what-we-expect). |
| **3.** | **Interview** | If your application is found successful, you can come to an interview either in person or via telephone or video. |
| **4.** | **Work Sample Test** | In addition to an interview, you will need to complete a work sample test (a practical exercise designed to replicate a real-life work environment) either in person or remotely. |
| **5.** | **Referees** | We will contact at least one of your referees to help us determine if you are suitable for the roles. |
| **6.** | **Process complete** | When the process is over, we will let you know the outcome via email.  A number of positions will be filled immediately. However, we will also create a merit pool and use this to fill future vacancies over the next 18 months. |

## Are you eligible to apply?

To be eligible for employment at the Attorney-General’s Department applicants must be Australian citizens.

Applicants offered employment will be required to successfully undergo a police record check and be able to obtain and maintain a security clearance at a specified clearance level. The successful applicant must be willing to disclose all relevant and required information.

Successful applicants engaged into the APS will be subject to a probation period.

## How to apply

Applications must be completed using the [online recruitment system](http://www.ag.gov.au/About/Careers/Pages/default.aspx). If you are experiencing difficulties lodging your application, please contact our Recruitment Team by email [HR.Assist@ag.gov.au](mailto:HR.Assist@ag.gov.au) or phone (02) 6141 6111.

**For further information about the role please contact:**

**Name: Andrew Shepherd**

**Email:** [**andrew.shepherd@ag.gov.au**](mailto:andrew.shepherd@ag.gov.au)

**Phone: 02 6141 2951**

**Application close at** **11:30pm AEST on** **Thursday 18 August 2022.**

As part of your application you will need to provide:

* your current résumé
* a statement of claims (max. 750 words) describing how you meet the [AGD Performance Expectations](http://www.ag.gov.au/About/Careers/Pages/default.aspx).
* the names and contact details of two referees, one of whom should be a current supervisor.

If you have any questions regarding the recruitment process or require any reasonable adjustments, please speak to HR Assist on [HR.Assist@ag.gov.au](mailto:HR.Assist@ag.gov.au) or phone (02) 6141 6111 (Option 2).

## How to prepare your statement of claims

Your statement should be succinct and showcase your skills, knowledge, experience and qualifications. We want to understand how your personal attributes can add value to a role within the department.

You should ensure examples relate to the [AGD Performance Expectations](https://www.ag.gov.au/about-us/careers/what-we-expect).

This is your opportunity to provide examples that tell us how you have used your skills. While it is preferred that work examples are used in your statement, you can also use examples from study or community experiences.

When you include an example, you should clearly explain:

* the situation or problem
* your personal role in the task
* the methods you used
* any barriers you were able to overcome
* the outcome.

Other tips include:

* Ensure examples relate to the [[AGD Performance Expectations](http://www.ag.gov.au/About/Careers/Pages/default.aspx)](http://www.ag.gov.au/About/Careers/Pages/default.aspx).
* Use active language such as ‘I lead…’ or ‘I developed…’ rather than ‘my team…’
* Always back up your claims. For example, instead of writing ‘ I have excellent negotiation skills’, write ‘I demonstrated excellent negotiation skills when I …’
* You may wish to include why you want to work in the department.

You will need to attach a résumé to your application prior to submitting. Your résumé should not be more than three pages.

## RecruitAbility scheme

The **RecruitAbility** scheme applies to this vacancy. The Attorney-General’s Department is committed to supporting the employment and career development of people with disability.

Our participation in the APS RecruitAbility scheme means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into the scheme and meet the minimum requirements.

For more information on the RecruitAbility scheme please follow this link: [[APSC Recruitability scheme guide applicants](https://www.apsc.gov.au/working-aps/diversity-and-inclusion/disability/recruitability/recruitability-scheme-guide-applicants)](https://www.apsc.gov.au/recruitability-scheme-guide-applicants).



## Offers and the merit pool

At the end of the recruitment process, a merit pool of suitable candidates will be created. Those found suitable will be advised that they have been placed in the pool. This is not an offer of employment and not all candidates selected for inclusion in the merit pool may ultimately receive an offer of employment.

The merit pool is valid for 18 months from the date the process was advertised. The merit pool will be used throughout the 18 months to fill similar positions in the event positions become vacant.

## How we will communicate with you

All advice and communication will be sent to applicants via email. Please ensure the email address you register with is correct as this will be used to provide you updates for all the vacancies you apply for.

We strongly recommend that you use a personal email address rather than your work email address to ensure you don’t miss updates and invitations to participate. Additionally, please regularly check your junk or spam folders for the same reason.

***The recruitment process will not be modified to accommodate non-receipt of emails.***



For help with making or receiving relay calls, contact the **NRS Helpdesk:**

* Phone: 1800 555 660
* Fax: 1800 555 690
* SMS 0416 001 350
* Email: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)
* Online: [Online form](https://www.communications.gov.au/node/19659).

The NRS Helpdesk operates from 8 am to 6 pm, Eastern Standard Time.

Find out more about relay calls and the other communication options for people who are deaf or have a hearing or speech impairment from [Accesshub](http://www.communications.gov.au/accesshub).

## Feedback

At the end of the process, you can seek feedback from the contact officer.