

Position Title:	Coordination Officer
Department:	Office of the General Counsel
<input checked="" type="checkbox"/> New Position	Effective 28/08/2017
<input type="checkbox"/> Change to Existing position	
Reports To (Position):	Manager, Strategic Policy
Position(s) that report to this position:	Nil
Name of Present incumbent (if applicable)	n/a (new position)

PRIMARY PURPOSE OF ROLE:

The Coordination Officer will be a primary point of contact to GRV for members of the public and greyhound racing participants for complaints, payment claims, FOI requests, and privacy issues.

The role of the Coordination Officer is to provide information, support, and case management for complaints, payment claims, FOI, and privacy requests received by GRV. This will involve liaising within GRV, as required, to clarify, supplement or otherwise obtain information required to respond.

The Coordination Officer will be responsible for quality assurance for written responses from relevant teams including reviewing for accuracy, consistency and completeness and will coordinate internal departments to ensure that responses are provided within required timeframes.

As well as handling complaints, the position is required to undertake the role and responsibilities of Privacy Officer and FOI Officer as defined by the relevant legislation.

SCOPE:

Greyhound Racing Victoria (GRV) regulates and promotes greyhound racing at the State level with animal welfare and integrity as its key priorities.

GRV is committed to attracting, selecting and retaining the best calibre of people to achieve the highest level of performance and behavioural standards required for each position. This will ensure that the best standard of service is continually provided across the organisation and that GRV will build on and maintain its excellent reputation and effective profitability.

Our vision is for Greyhound Racing Victoria to become the world's most respected greyhound racing body; widely regarded for the market position and reputation we have created for greyhound racing in Victoria.

Part of the development of GRV into a world class regulator is establishing and developing the range of positions within our organisation to enhance our responsiveness to both the community and to greyhound racing participants. This role is one such position.

FREEDOM TO ACT/DECISION MAKING:

The position is guided by the relevant legislation and organisational policies and processes.

KEY RESULT AREA	ACCOUNTABILITY/ACTIVITY	KEY PERFORMANCE INDICATOR
Area of focus	What activities are you responsible for?	How will you know this has been achieved?
Complaints	<ul style="list-style-type: none"> • Maintain the framework for complaints management and provide strong governance and integrity • Monitor and record incoming complaints • Review and categorize complaints for on forwarding to the relevant manager for investigation • Ensure the complaints process and timelines are diligently followed in all cases • Communicate the results of complaint investigation to the complainant. • Provide management reporting of issues and trends to key internal stakeholders • Support the further development of GRV's complaints policy, process and procedures 	<ul style="list-style-type: none"> • Implementation of the complaints policy framework and • Resolution of complaints in a timely manner • Appropriate escalation of issues. Positive feedback from stakeholders • Strong understanding from industry and stakeholders of new requirements
Claims for Payments	<ul style="list-style-type: none"> • Maintain the framework for claims management and provide strong governance and integrity • Receive claims and process in accordance with current policy/procedures • Monitor and record incoming claims in the Claims Register • Review and categorize claims and on forwarding to the relevant manager for investigation • Coordinate investigations and input across departments • Forward remedial actions for follow up • Obtain update on remedial actions taken and report to General Counsel. • Report on claim statistics • Communicate claim process externally to claimants. • In conjunction with other departments, continually improve the claims process. 	<ul style="list-style-type: none"> • Acknowledgement of claim within 7 days • Assessment of claim within 21 days • Payment of claim with 28 days • Report on remedial activities complete
Privacy & FOI	<ul style="list-style-type: none"> • Assess FOI requests in accordance with the terms of the FOI act and guidelines issued by the FOI Commissioner ensuring requests are dealt with in the prescribed time. 	<ul style="list-style-type: none"> • Resolution of FOI request by legislated timeframe or before.

KEY RESULT AREA	ACCOUNTABILITY/ACTIVITY	KEY PERFORMANCE INDICATOR
	<ul style="list-style-type: none"> • Ensure that personal information held by GRV is managed in accordance with the privacy principles contained in the Information Privacy Act 2000 and the Health Records Act 2001 and as required by other legislative provisions. • Keep accurate and complete records of your work activities in accordance with legislative requirements and GRV's records, information security and privacy policies and requirements. 	
Other	<ul style="list-style-type: none"> • Keep accurate and complete records of your work activities. • To lead on projects as delegated by the Manager. • Assist within other areas of the office of General Counsel and Member Services as required. • Other duties as reasonably requested from time to time. 	
OHS	<ul style="list-style-type: none"> • Maintain a safe working environment in your area of responsibility. • Ensure that OH&S principles and guidelines are adhered to. • Report any breach in OH&S. Document any hazard and make suggestions / recommendations for improvements. • Report accidents and injuries and near misses as per GRV Policy and Guidelines. • Provide and maintain so far as is practicable a working environment that is safe and without risk to health. • Take care of your own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. • Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and GRV policies and promote a working environment that is congruent with these guidelines. 	<ul style="list-style-type: none"> • Role model safe work practices ensuring adherence to OHS policy and procedures. • Report incident / accident / hazard in the workplace in a timely manner. • Actively Support and Promote OHS.

KEY BUSINESS CONTACTS	
EXTERNAL	INTERNAL
<ul style="list-style-type: none"> - Industry Participants - Greyhound Racing Clubs - Office of the Victorian Information Commissioner (Freedom of Information and Privacy Data Protection) 	<ul style="list-style-type: none"> - GRV Staff - GRV General Mangers - GRV Investigations Unit - GRV Stewards

PERSON SPECIFICATION	
SKILLS/KNOWLEDGE necessary to meet position objectives	
ESSENTIAL	DESIRABLE
<p>Self-management: plans and prioritises work to ensure outcomes are achieved, resists the temptation to react immediately without taking time to think things through, anticipates own reactions to situations and prepares accordingly.</p>	<p>Relationship Building: Acts confidently to quickly build rapport with others and provide a sound basis for productive relationships based on mutual trust and respect.</p>
<p>Conflict Management - Acknowledges concerns of others, modifying approach to the situation and demonstrating a caring attitude, while moving individuals towards a common understanding and solutions focus firmly and confidently.</p>	<p>Flexibility: adaptable; open to new ideas; accepts changed priorities without undue discomfort; recognises the merits of different options and acts accordingly.</p>
<p>Verbal Communication: Confidently and clearly conveys information; responds effectively to audience in a tactful, respectful, yet firm manner.</p>	<p>Complaints management: experience in the management of complaints</p>
<p>Problem solving: seeks all relevant information for problem solving; investigates and probes for the facts; liaises with stakeholders; analyses issues from different perspectives and draws sound inferences from information available; identifies and proposes workable solutions to problems.</p>	<p>Team Work: Cooperates effectively with the team and works collaboratively to achieve work plan and goals.</p>
<p>Conceptual and analytical ability: deals with concepts and complexity comfortably; uses analytical and conceptual skills to reason through problems, has creative ideas and can project how these can link to innovations.</p>	<p>Privacy: Understanding of the statutory and legal requirements relevant to the area</p>
<p>Detail focus: observes fine details; identifies gaps in information; looks for logical sequences of information; highlights practical considerations of plans and activities.</p>	<p>FOI: Experience in contributing to requests for information under the FOI Act.</p>

ATTRIBUTES required to ensure satisfactory performance and cultural fit	
ESSENTIAL	
Responsiveness	Ability to Multi-task
Integrity	Self-Motivated
Impartiality	Lateral Thinker
Accountability	Ability to coordinate
Respect for others	Works cooperatively

EMPLOYMENT CONDITIONS
<ul style="list-style-type: none"> • Terms and Conditions of employment are per the current GRV <Agreement/Industrial Instrument> • The GRV environment is a unique and challenging operational environment. It operates weekdays, weekends, day and night hours. GRV employees are bound by a number of regulatory Government requirements. In addition, all staff are required to abide by GRV policies including restricted gambling, greyhound ownership and the code of conduct for Victorian Public Sector Employees. • All employment at GRV is subject to a satisfactory police check prior to commencement • All employees at GRV are required to have the right to work in Australia. • All employees are required to comply with WHS statutory obligations • GRV is an EEO employer.

NAME: _____ DATE: ____/____/____

SIGNATURE: _____