



# Position Description

Non-supervisory Employees

<b>Position Title</b>	<b>Internal Ombudsman</b>
<b>Section</b>	Transformation
<b>Division</b>	Chief Executive Office
<b>Reports to</b>	Executive Manager Transformation
<b>Grade</b>	17
<b>Employment Status (FT/PT/Casual/Temp)</b>	Full Time

## Position purpose

The Internal Ombudsman is Council's central point for receiving all complaints regarding potential corrupt conduct, misconduct, maladministration or other unethical behaviour, by Council, Council staff or Councillors.

The role will act as the primary Public Interest Disclosures Coordinator to enable protected disclosures. The role actively seeks to ensure that Council operates in a fair, transparent and accountable manner, enhancing Council's credibility, reputation and trust.

The Internal Ombudsman also provides sound strategic and operational advice to Council staff, Councillors and the community, on ethics and integrity, best practice and continuous improvement in the way services are provided to the community.

## Position specific responsibilities

The key duties you are expected to perform in your role.

- Provide leadership and specialist advice to the Chief Executive Officer, staff and the community on ethical decision-making, transparency, accountability and probity related matters.
- Provide advice and guidance on development of or improvement to Council policies, processes, systems and procedures, to improve Council's ethical workplace culture and resilience to corruption or other impropriety.
- Provide advice to staff, managers and the Executive Team, regarding their obligations under the Code of Conduct and associated probity-related policies and best practice.
- Manage the Public Interest Disclose Internal Reporting Policy and act as the Council's Public Interest Disclosures Coordinator. Manage complaints through all reporting channels including the Whistleblower hotline.
- Manage requests to council under the Government Information (Public Access) Act 2009 (GIPA Act).
- Independently and proficiently receive and assess complaints from members of the community, staff, management and Councillors. As appropriate, refer the complaint to People, Safety & Performance; resolve the complaint; or if warranted, refer the complaint for further investigation to a relevant external authority, such as the NSW Ombudsman, NSW Police, ICAC or the Office of Local Government (OLG).



- Provide timely and sound advice to the Senior Leadership Team on issues associated with the risk of corrupt conduct, ensuring referral to the Independent Commission Against Corruption (ICAC) if necessary.
- Provide advice to the Senior Leadership Team on enhancements in service delivery that have been identified.
- Impartially and objectively manage and conduct high level and in depth investigations, in accordance with best practice and the principles of procedural fairness.
- Manage complainants' expectations, through the provision of a complaint handling function that serves to accommodate a range of potential issues.
- Ensure that investigation and review findings are factually reported to the Chief Executive Officer for determination and accompanied with strong recommendations to improve ethical best practice and probity.
- Inform the community on the interpretation and implementation of relevant legislation and best practice.
- Educate management and staff on the principles of ethical leadership.
- Suggest strategic and operational improvements to prevent, manage or mitigate the risk of corruption.
- Provide advice on best practice and customer service improvements.
- Record and report complaint statistics and identification of trends, providing reports to Council, the Audit and Risk Management Committee, and annually to the NSW Ombudsman and the OLG.
- Ensure that robust practices are adopted and demonstrably embedded, highlighting particular areas of vulnerability or high risk with proposed solutions that build organisational integrity.
- Seek out and take opportunities to add value to Council and improve service delivery, by designing out the operational risk of corruption, encouraging positive reporting and business ownership of probity best practice.
- Providing periodic reports and advice on broader probity related issues, based on trend analyses, community complaints, and similar means.
- Provide better methods of service delivery in areas that have been flagged as improvements required.



## Expected behaviours

Port Macquarie-Hastings Council values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Port Macquarie-Hastings Council. The values based behaviours will form the basis for individual employee performance assessments.

# Values-based behaviours for Non-Supervisory Employees

Values	Expected Behaviour
<b>Communication</b>	<ul style="list-style-type: none"><li>• I communicate with respect and act as required using plain English wherever possible</li><li>• I constructively contribute to team meetings, toolbox talks and conversations</li><li>• I share information and ideas with colleagues</li><li>• I ask questions if I don't understand</li></ul>
<b>Accountability</b>	<ul style="list-style-type: none"><li>• I always work in a safe manner, looking after my own safety and the safety of those around me</li><li>• I am responsible for my own actions</li><li>• I take initiative to progress my own work</li><li>• I follow through on my work commitments</li></ul>
<b>Professionalism</b>	<ul style="list-style-type: none"><li>• I treat others with respect</li><li>• I complete my work to the best of my ability</li><li>• I take pride in my work</li><li>• I am flexible and responsive to changing work priorities and issues</li></ul>
<b>Integrity</b>	<ul style="list-style-type: none"><li>• I act honestly</li><li>• I understand and follow the law, rules, policies, guidelines and the Code of Conduct</li><li>• I treat others the way I wish to be treated</li><li>• I contribute positively to our work</li></ul>
<b>Teamwork</b>	<ul style="list-style-type: none"><li>• I look for, and am open to, new and better ways of doing things, together</li><li>• I am an engaged and enthusiastic team player</li><li>• I step in to help others when workloads are high</li><li>• I cooperate with my team members and supervisors</li></ul>



## Document Endorsement

**Date**     13 April 2021

**Director**

CEO's Office

I have read and understand the contents of the Position Description for my role. I will undertake the responsibilities and behaviours required of me.

**Employee Name**

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**Employee Signature**

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**Date**

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