

# Job description

Agency	Department of the Attorney-General and Justice	Work unit	Anti-Discrimination Commission
Job title	Complaints and Community Engagement Officer	Designation	Administrative Officer 6
Job type	Full time	Duration	Ongoing
Salary	\$96,620 - \$107,721	Location	Darwin
Position number	33286 RTF 304366	Closing	12/09/2024
Contact officer	Josie Short on 08 8999 1444 or <a href="mailto:josie.short@nt.gov.au">josie.short@nt.gov.au</a>		
About the agency	<a href="http://www.adc.nt.gov.au">www.adc.nt.gov.au</a>		
Apply online	<a href="https://jobs.nt.gov.au/Home/JobDetails?rtfId=304366">https://jobs.nt.gov.au/Home/JobDetails?rtfId=304366</a>		

**APPLICATIONS MUST INCLUDE A ONE-PAGE SUMMARY ABOUT YOU, A DETAILED RESUME AND COPIES OF YOUR TERTIARY QUALIFICATIONS.**

## Information for applicants – inclusion and diversity and Special Measures recruitment plans

The NTPS values diversity. The NTPS encourages people from all diversity groups to apply for vacancies and accommodates people with disability by making reasonable workplace adjustments. If you require an adjustment for the recruitment process or job, please discuss this with the contact officer. For more information about applying for this position and the merit process, go to the [OCPE website](#).

Aboriginal applicants will be granted priority consideration for this vacancy. For more information on Special Measures plans, go to the [OCPE website](#).

## Primary objective

Receive, assess, evaluate and effectively conciliate complaints in accordance with the powers and functions of the Anti-Discrimination Commission and undertake community engagement.

## Context statement

The suitable candidate will possess personal values and be committed to working towards the objectives of the Anti-Discrimination Commission and the *Anti-Discrimination Act 1992 (Act)*. They will possess the necessary personal qualities to conduct this type of work. In selecting greater emphasis will be given to meeting essential criteria 1, 2, 3 and 5.

## Key duties and responsibilities

1. Be the first point of contact for persons seeking information about alleged discriminatory conduct.
2. Assess complaints to determine if they disclose grounds for acceptance under the provisions of the Act.
3. Conciliation of complaints.
4. Gather evidence and evaluate accepted complaints for the purpose of determining whether a matter should proceed to a Tribunal hearing and drafting complex written decisions for approval.
5. Conducting training and information sessions for the public on principles of equal opportunity, anti-discrimination law and the Commissioner's functions and conciliation process as required.

## Selection criteria

### Essential

1. An understanding of administrative law and practice, and the ability to accurately apply the Anti-Discrimination Act to complex factual scenarios.
2. Highly developed oral and written communication skills, including in the preparation of complex reports and correspondence, and the ability to interact effectively with people from diverse cultures and to undertake community engagement.
3. Understanding and experience of conducting alternative dispute resolution processes.
4. Understanding and experience of gathering and evaluating evidence, in order to determine the merit of a complaint proceeding to a hearing.
5. Proven time management skills and ability to prioritise and self-manage a large workload with minimal supervision.
6. Demonstrated ability to interact with people at all levels and to work well as a member of a small, highly motivated team.

### Desirable

1. Tertiary qualifications in a relevant field (social sciences, law, or administration) or equivalent experience.

Approved: February 2024

Jeswynn Yogaratnam, Anti-Discrimination Commissioner