



Selection documentation



Position title/ No:	Case Manager/Various
Classification:	APS Level 5
Location:	Brisbane/Sydney/Canberra/Melbourne/Hobart/Adelaide/Perth
Division/Section:	Trustee Services/Various
Reports to:	Team Leader Trustee Services
Employment status:	Ongoing/Non-ongoing (temporary)*
Hours:	Full time - 37.5 hours per week
Security clearance:	Baseline Vetting
Salary:	\$77,776 - \$83,999 p.a. (plus 15.4% super)
Closing date:	Monday, 1 November 2021
Contact for questions:	Michelle Tilke: (07) 3360 5470

AFSA actively promotes flexibility with working options in this role to support your family commitments and personal interests

*This recruitment process is being used to fill current **non-ongoing** positions in either our Adelaide, Brisbane, Canberra, Melbourne, Sydney, Hobart or Perth office. A merit pool of suitable candidates may be established as a result of this process to assist AFSA to fill similar ongoing and non-ongoing positions that may become available over the next 12 months. Non-ongoing positions may be offered for a period of up to 18 months with the possibility of extension (up to a total period of 3 years). Should a non-ongoing position become ongoing or should an ongoing position become available, the merit pool established by this process may be used to determine a suitable candidate(s).

Eligibility

Please note that this opportunity is open only to Australian Citizens. The successful applicant must have, or be willing to undergo a security clearance to the level of Baseline Vetting as a condition of employment.

To satisfy character requirements all AFSA employees must undergo a police records check. Where a person has received a redundancy benefit from APS agency employment and their corresponding redundancy benefit period has not expired, they may be ineligible for employment.

Purpose of the position

Manage, assess and investigate more complex matters, undertake administration of estates and provide information and support to team members that delivers high quality operational and regulatory personal insolvency services to the Australian public.

Support and contribute to a team environment with a supportive culture that encourages innovation and business improvement where staff are valued and committed to producing outcomes that enhance public value.

Key Accountabilities

- Manage allocated matters and tasks through to completion with effectively and efficiently managing a caseload with clear planning, review case progression and determination of case closure. This includes:
 - assessing, approving and issuing applications in accordance with legislation, established operational practices, policies and procedures
 - conducting complex investigations including legal matters with evidence-based decision making with critical analysis of information
 - identifying and escalating complex issues requiring further investigation
 - maintaining corporate and legislative records in accordance with established requirements (NPIL, trustee file management, case notes)
 - generating correspondence and reports for key stakeholders and maintaining effective communication with key stakeholders
 - engaging with clients and stakeholders in enquiries of a more complex or technical nature and identifying matters for escalation.
- Work collaboratively as part of a team to achieve operational quality and quantity targets
- Contribute to the development and implementation of best practices and process improvement

All duties will be performed in accordance with:

- the APS Values, Code of Conduct and Employment Principles
- WHS obligations, taking responsibility for own health and safety and that of others
- AFSA's risk management framework and relevant legislation, including guiding others to identify and mitigate foreseeable risks.

Skills and Capabilities

Drive Innovation & Optimise Value

Seek to utilise relevant data to identify opportunities for innovation to improve work practices and ways to contribute to adding value to organisational goals.

Managing Self

Ability to professionally manage one's emotions, high sense of self awareness and relate appropriately to others to achieve the best outcomes, ability to develop strong interpersonal relationships.

Human Centred Design/Implementation

Actively engage with internal and/or external stakeholders experience to gain an authentic understanding of their needs to ensure products and services are fit for purpose.

Legislative Interpretation and Application

Maintain corporate and legislative records in accordance to established requirements (NPII, trustee file management, case notes).

Evidence Based Decision Making

Be able to discern and assess incoming information from reliable intelligence that is factual and provides diverse views for considered decision-making. Be able to determine the difference between assumptions and opinions with facts to ensure the right information is being assessed and measured.

Case Management

Conduct complex investigations including legal matters. Effectively and efficiently manage a caseload with clear planning and utilisation of reviews.

Qualifications, accreditations and experience

Tertiary qualifications in Law, Accounting, or relevant discipline from an Australian tertiary institution (or comparable overseas institution), or demonstrated equivalent experience gained within the Insolvency or Finance Industries are highly desirable.

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Application details

The application is the tool that the selection committee will use to shortlist applicants.

Your application must include:

1. A completed Position Application Form (available on the AFSA [website](#))
2. A current Resume/ CV including contact details for at least two recent referees
3. A one page pitch that considers the key responsibilities and essential capabilities of the position and states the following:
 - Why you are interested in the position
 - How your skills and experience make you the best person for the position
 - What value you can add to AFSA and the Trustee Services Division.
4. State the position title and location in the subject line and email: recruitment@afsa.gov.au

Applications must be submitted no later than Monday, 1 November 2021.

A selection decision may be made on the basis of your application only. A telephone interview may be conducted in the first instance. Candidates may also be required to undergo psychometric and/or work sample testing as part of this selection process.

All pre-employment checks will be conducted via an external party (Equifax). For further information on Equifax's privacy policy please refer to: <https://www.equifax.com.au/privacy>

We encourage applications from Indigenous Australians, peoples from culturally diverse backgrounds and people with disabilities. We are committed to providing a working environment that values diversity and supports staff to reach their full potential.

If you are an applicant with a disability or other special needs, please contact the Disability Access Coordinator on (02) 8233 6999 to discuss any requirements that may assist you in your application.

Thank you for your interest in this position.

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