

## Independent Police Conduct Authority (IPCA)

### *Position Description*

Position title:	<b><u>Senior Case Resolution Officer</u></b>
IPCA Group:	Case Resolution
Location:	Wellington
Date of issue:	3 August 2017
Reports to:	Manager: Case Resolution
IPCA HR Ref:	R:\Corporate\HumanResources\Recruitment\Position Descriptions\IPCA PDs

### **Purpose of the Role**

The Senior Case Resolution Officer is a member of the Team that is responsible for receiving, assessing, categorising, managing and resolving all complaints and referrals submitted to the Authority that are not categorised as a Category 1 case requiring independent investigation by the Authority. The Team manages communications with complainants; liaises with the relevant Police Professional Conduct staff; determines the appropriate way in which complaints should be resolved; oversees any Police investigation; and oversees and reviews Police audits of compliance with policy governing Police custodial facilities.

### **About the IPCA**

The IPCA is an Independent Crown Entity established by the IPCA Act to investigate and resolve complaints against the Police. The IPCA receives and investigates complaints alleging misconduct or neglect of duty by Police employees, or concerning any practice, policy or procedure of the Police. The IPCA also investigates incidents where a Police employee causes, or appears to have caused, death or serious bodily harm. The IPCA also has responsibility for monitoring and reporting on Police custodial facilities as a National Preventive Mechanism under the Optional Protocol to the Convention Against Torture (OPCAT).

The IPCA is governed by a Board, which is chaired by a Judge. The Chair is also the operational head of the IPCA.

The IPCA core values are independence, trustworthiness, accountability, vigilance and integrity.

### **The IPCA's Operations Group**

The IPCA Operations Group includes three functional service delivery areas: investigations; case resolution; and monitoring of Police places of detention in accordance with the Authority's statutory function as a National Preventive Mechanism. This Group is supported by a small Corporate Team.

### ***Investigations***

The Investigations Team is focused on the instigation, conduct, and conclusion of investigations into complaints against the Police, and incidents where death or serious bodily harm has resulted. It is responsible for writing final public reports, or letters for Police and complainants, that are appropriate to the level of investigation undertaken. It also undertakes inspections of Police custodial

facilities, and investigates policy and practice issues arising from those inspections and from incidents occurring in Police custodial facilities.

### ***Case Resolution***

The Case Resolution Team is responsible for receiving, assessing, categorising, managing and resolving complaints submitted to the Authority that fall outside a Category 1 case requiring independent investigation by the Authority. The Team manages communication with complainants, liaises with the relevant Police Professional Conduct staff and oversees any police investigation. It also oversees Police audits of compliance with policy and procedure governing Police custodial facilities.

### **The IPCA's Corporate Team**

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The Corporate Team provides sound, customer-oriented services (some outsourced) that ensure the IPCA's capability continues to develop and improve in alignment with wider government and state sector requirements, obligations and responsibilities. The Team provides enabling services and support to all areas of the IPCA to assist in the delivery of the IPCA's operational functions.

Major activities involve contributing to all aspects of business planning, strategy and policy development; delivering prudent financial management and reporting; producing accountability documents and establishing systems that are compliant with Crown entity reporting requirements; providing human resources management advice and services; ensuring (outsourced) information technology systems and capability meet the needs of the organisation; providing communication services and products; monitoring and managing outsourced services; and maintaining administrative systems and processes across the organisation.

### **Important Relationships**

#### ***Internal:***

- Manager: Case Resolution
- Case Resolution Team members
- IPCA Chair
- Other managers
- Other operational staff

## External

- Complainants and family members
- Police Professional Conduct staff at PNHQ and in District
- Subject and witness Police members
- Key external stakeholders
- Relevant professional contacts and liaison networks

## Key Accountabilities

Accountability	Deliverables / Outcomes
Triage complaints and referrals and manage them through to successful resolution.	<ul style="list-style-type: none"><li>• Manage case workload including:<ul style="list-style-type: none"><li>○ receiving and processing complaints and referrals, including more complex or serious cases handled by the Authority;</li><li>○ responding to enquiries;</li><li>○ identifying missing information in complaints and referrals and following required procedures to obtain that information;</li><li>○ identifying issues raised by complaints and referrals and raising those with the Manager: Case Resolution as required;</li><li>○ working with the Manager: Case Resolution and the District Police Professional Conduct Manager to determine the appropriate way of resolving a complaint;</li><li>○ reviewing and analysing Police material</li><li>○ monitoring and having active oversight of Police investigations that are undertaken as a result of complaints and referrals;</li><li>○ maintaining contact with complainants and Police; and</li><li>○ managing administration associated with a complaint or incident eg correspondence, filing and reporting.</li></ul></li><li>• Apply Authority processes for the management and resolution of complaints so as to meet the objectives of the Authority and achieve the Authority's performance expectations as set out in the annual Statement of Performance Expectations.</li><li>• Carry out internal reporting and monitoring, including providing progress and performance reports on cases on a regular basis.</li><li>• Maintain active oversight of Police investigations, liaise with the relevant Police Professional Conduct Manager and Police investigating officer to ensure a robust and focused investigation, address issues and concerns as they arise, and review and report on the outcome.</li><li>• Contribute to team performance and culture both across Case Resolution and in the wider IPCA.</li></ul>
Undertake audits of the Police management of custodial facilities	<ul style="list-style-type: none"><li>• As part of the IPCA's performance of its functions as a National Preventive Mechanism:<ul style="list-style-type: none"><li>○ Review Police annual statistical audits of the management of detainees in Police custodial facilities.</li><li>○ Oversee and review periodic Police audits of District compliance with Police policy relating to the management of detainees in Police custodial facilities through the analysis of Police electronic records in individual cases.</li><li>○ Report to the Manager on District issues that require more in-depth work.</li></ul></li></ul>

Work with the Police to address policy, practice and procedure issues that arise from individual complaints and incidents	<ul style="list-style-type: none"> <li>• Identify policy, practice and procedure issues arising from individual cases</li> <li>• Undertake projects on those issues as required</li> <li>• Work cooperatively with the Police to develop recommendations for change</li> </ul>
Contribute to the service delivery of the Case Resolution Team	<ul style="list-style-type: none"> <li>• Contribute to a positive team environment</li> <li>• Promote and role model IPCA values</li> <li>• Work collaboratively with others to achieve goals</li> <li>• Oversee and review the work of more junior members of the Team as required</li> <li>• Assist with the more general coaching and mentoring of other staff</li> <li>• Present a professional image of the IPCA to internal and external business partners</li> <li>• Contribute productively at Team meetings</li> <li>• Work collegially and effectively with other IPCA teams</li> <li>• Provide support to colleagues</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Develop strong professional relationships including: <ul style="list-style-type: none"> <li>○ effective internal networks and working relationships with others in the Authority;</li> <li>○ effective working relationships with complainants and their representatives; and</li> <li>○ effective working relationships with the Professional Conduct Section of PNHQ, other police entities, police members and other organisations and entities</li> </ul> </li> </ul>

## Person Specification

### *Education, Knowledge, Experience*

#### Essential

- A tertiary qualification
- Understanding of the role and functions of Police or other law enforcement agencies
- Experience in a position that demonstrates strong written communication skills

#### Desirable

- A law degree or relevant legal knowledge
- Experience in developing operational policy
- Background in law enforcement or knowledge of policing or other law enforcement operations

## Competencies

Competency	Evidence
Interpersonal skills	<ul style="list-style-type: none"><li>• Communicates effectively with a wide range of individuals</li><li>• Defuses high-tension situations comfortably</li><li>• Displays empathy and sensitivity in distressing and highly emotional situations</li><li>• Displays sensitivity to various cultural and ethnic groups and ethical beliefs</li></ul>
Analytical skills	<ul style="list-style-type: none"><li>• Processes information from diverse sources</li><li>• Analyses large amounts of information and identifies relevant issues and questions quickly</li><li>• Shows consistent attention to detail</li></ul>

Relationship focus	<ul style="list-style-type: none"> <li>• Responds effectively in a wide range of culturally and ethnically different contexts</li> <li>• Is dedicated to meeting the expectations and requirements of internal and external customers</li> <li>• Gets first-hand customer information and uses it for improvements in services</li> <li>• Acts with stakeholders/parties in mind</li> <li>• Establishes and maintains effective relationships with parties and gains their trust and confidence</li> </ul>
Judgement	<ul style="list-style-type: none"> <li>• Acts in an impartial, fair and sensitive manner</li> <li>• Uses diplomacy and tact</li> <li>• Develops and forms decisions and opinions based on objective analysis</li> <li>• Assesses situations or circumstances and draws sound conclusions applying common sense and sound analysis</li> <li>• Deals with sensitive, confidential and disturbing or offensive material</li> </ul>
Organisation and time management	<ul style="list-style-type: none"> <li>• Is organised and structured in approach to work</li> <li>• Establishes plans to manage workload and follows through with these</li> <li>• Utilises technology and systems to manage work effectively</li> <li>• Plans and organises time and works efficiently</li> </ul>
Flexibility	<ul style="list-style-type: none"> <li>• Can effectively cope with change</li> <li>• Can adapt style and approach to meet changing circumstances</li> </ul>
Integrity	<ul style="list-style-type: none"> <li>• Adheres to the IPCA's core values of independence, trustworthiness, accountability, vigilance and integrity</li> <li>• Appreciates and understands the importance of privacy and secrecy</li> </ul>
Self-development	<ul style="list-style-type: none"> <li>• Knows personal strengths, weaknesses, opportunities and limits</li> <li>• Gains insight from mistakes</li> <li>• Is open to constructive criticism</li> <li>• Is personally committed to and actively works to continuously improve</li> <li>• Understands that different situations and levels may call for different skills and approaches</li> <li>• Learns quickly when facing new situations</li> <li>• Is aware of own reaction to disturbing or offensive material</li> </ul>
Communication skills	<ul style="list-style-type: none"> <li>• Has excellent written communication skills</li> <li>• Writes succinct, plain and grammatically correct English, in a form that is accessible to the general public</li> <li>• Has strong oral communication skills, including the ability to engage effectively over the telephone and in person with angry or distressed people</li> </ul>