**Australian Human Rights Commission**

# ASSIGNMENT OF DUTIES

## TITLE: Investigator/Conciliator

**CLASSIFICATION**: APS Level 6

**UNIT**: Investigation and Conciliation Section

**LOCATION**: Sydney

**SUPERVISOR**: Principal Investigator/Conciliator

**DUTIES**:

1. Investigate complaints made under federal human rights and discrimination law.
2. Undertake the conciliation of complaints made under federal human rights and discrimination law.
3. Prepare correspondence for the President or her Delegate including correspondence regarding notification and termination of complaints alleging discrimination and/or breaches of human rights.
4. Contribute to the Commission’s National Information Service by providing information to the public about the law and the complaint process.
5. Participate in the ongoing development of the Investigation and Conciliation Section’s practices and procedures as required.
6. Develop and deliver community education presentations to key stakeholders as required.

**SELECTION CRITERIA**:

1. Understanding of human rights issues and knowledge of federal human rights and discrimination law, or the ability to quickly acquire such knowledge.
2. Demonstrated ability to investigate complaints in a statutory framework; including an ability to analyse complex and voluminous material and apply facts to law.
3. Demonstrated ability to facilitate the resolution of complaints; including an understanding of Alternative Dispute Resolution processes such as statutory conciliation.
4. Demonstrated ability to manage a high volume caseload; including the ability to establish priorities and meet organisational performance standards.
5. Highly developed communication skills (both oral and written), and the ability to communicate with a wide range of people and work effectively in a team.
6. The ability to assist in the development and delivery of community education presentations.
7. Proficient word processing and computer skills and familiarity with computer based data systems.
8. Appropriate tertiary qualifications, formal training or equivalent, or relevant community experience.
9. Ability to travel as required.