

## APS6 Case Manager

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Company: Randstad

Location: Australia

Category: other-general

### About the role:

The APS6 Case Management role is responsible for managing a portfolio of complex matters against evidence, legislation and other relevant policies.

This is also a team leadership position within the department and will have responsibility to resolve issues and risks across a range of activities.

Duties include, but are not limited to:

Undertaking end to end case management activities.

Resolving matters through case management of applications, in line with legislative requirements.

Undertaking case management of low to moderately complex matters and analysing to develop options for early resolution.

Obtaining necessary information and advice to effectively resolve matters.

Applying alternate dispute resolution methods and advocacy skills to resolving applications/reviews.

Attending Case Conferences, Conciliations and Hearings as required.

Preparing documents detailing resolution options and outcomes at meetings.

Assessing and responding to priorities and risks.

Preparing and maintaining electronic record keeping, including evidence supporting decision-making processes and justifying conclusions reached during the case management process.

Your profile will demonstrate:

Case management or legal experience

Experience in dealing with highly sensitive and often complex/emotional matters

Ability to build strong rapport with internal and external stakeholders

Excellent communication and liaison skills (written and verbal)

Australian citizenship

If you are interested in this opportunity, please apply immediately\*.

\*Please note that successful applicants will be required to undergo a series of pre-engagement checks including but not limited to a National Police Criminal Check, NDIS Worker Screening Check and provide two viable reference checks.

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