

## Complaints Assessment Committee Advisor

### Position Description

The Teaching Council of Aotearoa New Zealand is the professional body for all teachers. We are independent, and act in the interests of teachers to enable and support leadership to teachers and direction for the education profession, including teacher education and continued professional and leadership development.

We establish and maintain criteria for teacher registration, standards for ongoing practice, and criteria for the issue of practising certificates of different kinds. Alongside this, we monitor and maintain the requirements relating to conduct, competence and impairment, and establish and maintain a code of professional responsibility for teachers.

### Our Vision

The Teaching Council will enable and support leadership by the profession to maximise the success of every learner in Aotearoa through highly effective leadership and teaching.

### Our Behaviours

- Whaihua i a tātou anō  
*Value our colleagues by listening and being open to what they say.*
- Mahi ngātahi  
*Work together with integrity by respecting each other and the profession*
- Whai whakaaro ki ngā mahinga katoa  
*Adopt a solution focussed attitude when working with others*
- Whakarangatira i ngā iwi katoa  
*Honour our bicultural partnership by being culturally competent*
- Whakaaturia te mana Māori me te Ahurea ki ngā reanga katoa o te Kaunihera  
*Demonstrate and foster leadership at all levels of the council*

### Our Values

- Whakamana  
*Empowering all learners to reach their highest potential by providing high-quality teaching and leadership*
- Manaakitanga  
*Creating a welcoming, caring and creative environment that treats everyone with respect and dignity*
- Pono  
*Showing integrity by acting in ways that are fair, honest, ethical and just*
- Whanaungatanga  
*Engaging in positive and collaborative relationships with our learners, their families and whānau, our colleagues and the wider community*

## Summary

|                      |   |
|----------------------|---|
| Position Title       | Complaints Assessment Committee Advisor   |
| Reports To           | Lead Operations   |
| Financial Delegation | Nil   |
| Direct Reports       | Nil   |
| Purpose              | The purpose of the CAC Advisor role is to provide advice and support to teachers, kaiako and stakeholders on the investigations process from when a complaint is referred to the CAC through to the outcome. The CAC Advisor will maintain responsibility for the smooth running of all aspects of the CAC and MCP process. |
| Date                 | September 2021  |

## Key Relationships

| External                                | Nature of relationship              |
|---|-------------------------------------|
| Teacher, Kaiako                         | Informs, supports, and advises      |
| Initiator of complaint                  | Informs, supports, and advises      |
| CAC and Minor Convictions Panel members | Informs, supports, and advises      |
| Internal                                | Nature of relationship              |
| Lead Operations                         | Reports to                          |
| Manager Professional Services           | Liaise, informs, and advises        |
| Investigation team                      | Informs, supports, and collaborates |
| Legal team                              | Informs, supports, and collaborates |
| DT Coordinator                          | Informs, supports, and collaborates |

## Key Result Areas

| Jobholder is responsible for  | Jobholder is successful when  |
|---|---|
| <p><b>Coordination of CAC process and CAC hui</b><br/>Uploading and maintaining relevant information, and documentation for panel members</p> <p>Meeting process deadlines and prioritising workflow and file management</p> <p>Maintaining and updating Salesforce data and information</p> <p>CAC hui are fully resourced, and information is provided to committee members and Teaching Council staff within a designated timeframe</p> <p>Conflicts of interest are appropriately managed</p> | <ul style="list-style-type: none"> <li>• Cases are allocated according to priority</li> <li>• Panel membership reflects the cases on the agenda and conflicts of interest are managed appropriately</li> <li>• Minutes of CAC hui are accurate and shared on the day of the hui</li> <li>• Outcome letters are drafted within 3 working days of CAC hui and final letters are sent to relevant parties within 10 working days</li> <li>• Advice and guidance from the legal and investigation team is sought and applied to the CAC process</li> <li>• Process deadlines and workflow and file management tasks meet designated timeframes</li> <li>• Potential issues are noted and escalated as they arise</li> </ul> |

|   |  |
|---|--|
| <p>Promoting collaborative, supportive, and advisory relationships to assist the triage process</p> <p>Managing confidential and sensitive information</p>  | <ul style="list-style-type: none"> <li>• Confidential and sensitive information is managed respectfully and professionally</li> <li>• Working relationships are supportive and collaborative</li> </ul>  |
| <p><b>Teacher, kaiako and stakeholder engagement</b><br/>Advising teachers, kaiako and relevant stakeholders of the CAC process and supporting them through all aspects of these stages</p> <p>Respecting the mana of all persons involved in the processes</p>   | <ul style="list-style-type: none"> <li>• Teachers, kaiako and stakeholders understand the process and what is required of them.</li> <li>• Teacher, kaiako and stakeholder engagement reflects and shows commitment to the Council's values and are tailored to the individual's needs</li> </ul>  |
| <p><b>Minor Convictions Panel (MCP)</b><br/>Uploading and maintaining relevant information, and documentation for panel members</p> <p>Maintaining and updating Salesforce data and information</p> <p>MCP hui are fully resourced, and information is provided to committee members within a designated timeframe</p> <p>Conflicts of interest are appropriately managed</p> | <ul style="list-style-type: none"> <li>• Cases are allocated according to priority</li> <li>• Panel membership reflects the cases on the agenda and conflicts of interest are managed appropriately</li> <li>• Minutes of MCP hui are accurate and shared on the day of the hui</li> <li>• Outcome letters are drafted within 5 working days of hui and final letters are sent to relevant parties within 20 working days</li> <li>• Process deadlines and workflow and file management tasks meet designated timeframes</li> <li>• Confidential and sensitive information is managed respectfully and professionally</li> </ul> |
| <p><b>Panel members</b><br/>Liaise with and support panel members with all aspects of their role and associated tasks</p>   | <ul style="list-style-type: none"> <li>• Liaison and support are timely, shows commitment to the Council's values and are tailored to the needs of the group and individuals.</li> <li>• Panel members are supported with the reimbursement of expenses, travel, and panel fees</li> </ul>   |
| <p><b>Quality Assurance</b><br/>Work collaboratively with others to ensure areas for quality and process improvements are identified and statistical data is monitored and collated</p>   | <ul style="list-style-type: none"> <li>• Areas for quality and process improvements are identified and responded to</li> <li>• Data for statistical analysis is provided monthly</li> <li>• Assistance is provided across the business as directed by Lead roles</li> </ul>  |
| <p><b>Health, Safety and Wellbeing</b><br/>Complying with the responsibilities under the Health and Safety at Work Act 2015.</p>  | <ul style="list-style-type: none"> <li>• A healthy, safe, and wellness-oriented workplace is maintained by setting a good example to team members in relation to HSW practices and policies</li> <li>• Health and safety issues that may impact on the team or wider organisation are identified and reported</li> </ul>   |

## Person Specifications

| Qualifications   |   |
|--|---|
| Essential  | Desirable   |
| Tertiary Qualification - Law Degree  | Experience of working in the governmental organisation, education sector, professional body, or regulatory office |
| Knowledge and Experience   |   |
| Essential  | Desirable   |
| Three years administration or coordination experience  |   |
| Two years' experience of managing positive and sustained relationships with a range of stakeholders  |   |
|  |   |
| Key Skills   |   |
| <p><b>Expert Level</b></p> <ul style="list-style-type: none"> <li>• Clear verbal communicator</li> <li>• Writing, analysis, and collation skills</li> <li>• Highly effective relationship skills</li> <li>• Ability to manage confidential and sensitive information</li> <li>• Effective time management and ability to meet deadlines</li> <li>• Report writing and, minute taking</li> <li>• Knowledge and understanding of working within legal processes</li> </ul> |   |
| <p><b>Advanced Level</b></p> <ul style="list-style-type: none"> <li>• Analysing information and attention to detail</li> <li>• Prioritising workload and file management</li> <li>• Working in collaboration with others</li> <li>• Self-motivated and able to use initiative</li> <li>• Confidence to work with people from diverse backgrounds</li> </ul>  |   |
| <p><b>Working Knowledge</b></p> <ul style="list-style-type: none"> <li>• Culturally responsive practices reflect commitment to Te Tiriti o Waitangi and its relevance and application in the workplace and the education sector</li> </ul>   |   |