

Investigator 1

Vision

Victorian workers returning home safe every day

Mission

Working with the community to deliver outstanding workplace safety, together with quality care and insurance protection to workers and employers

Job Family: Delivering Our Business

These roles deliver our business and enforce compliance through inspections, investigations and prosecutions.

Role Purpose Statement:

To conduct investigations into contraventions of OHS or Workcover legislation by individuals or organisations.

To undertake review and assessment of referred matters and make recommendations on appropriate enforcement actions.

About the Investigator Roles:

Investigators in VWA operate within different legislation, business units and external environments. WorkSafe investigators operate in relation to notifications where often critical incidents and serious injury or death have occurred. RCBU investigators operate within a highly sensitive compensation environment involving scheme abuse, non-compliance and fraud, however all investigators must be able to operate efficiently and objectively under pressure in circumstances of stress.

The investigator interacts with a wide range of stakeholders from injured workers and their families, employers, unions, emergency services personnel as well as internal and external stakeholders. Investigators also utilise a variety of internal and external resources to assist in the investigation.

The WorkSafe investigator attends both critical incidents and emergency response situations.

Environmental context

Investigator 1 operates as part of a team within their Business Unit. The investigator does not have direct reports but actively supports other members of the team to achieve assigned objectives.

The complexity in individual cases and the forum the investigator will be working within may change from case to case.

Investigator 1 works with a broad range of individuals and stakeholders, from employers and employees to members of the judicial system, and financial institutions.

Level of expertise (knowledge and experience)

The knowledge required by investigators is reflective of the different environment within which they operate. WorkSafe investigators have a high level of OHS and technical experience, whereas RCBU investigators may hold substantial expertise in the criminal justice systems and fraud investigations. Strong knowledge of rules of evidence is required by all investigators.

Investigators apply their knowledge and understanding of the environment to support the VWA objectives.

The Investigator 1 role requires a medium level of investigative expertise and the ability to operate competently in the judicial system of the state.

Autonomy in decision making

The investigator 1 makes recommendations at key decision making points in the investigation and undertakes tactical decision making in the field. Seeks advice and direction from others where required.

They often need to make decisions under pressure that may impact on the reputation of the VWA.

Accountabilities	
Conduct initial assessment and evaluation	<p>Makes initial assessment of referred matters and develops recommendations for next steps. Conducts assessment within established guidelines, legislation and strategic objectives. This involves liaison with a variety of stakeholders and determining best approach given a number of options.</p> <p>WorkSafe investigators may be responding to a critical incident or emergency situation in the workplace and need to manage the situation accordingly.</p> <p>WorkSafe investigators need to preserve the scene.</p>
Conduct research and investigations	<p>Plans and implements investigations in line with VWA policy and procedure and relevant Acts. Involves liaison with other stakeholders, including private investigators, police, insurers, agents, medical panels etc and may involve the provision of advice and direction to persons in the field.</p> <p>Conduct research and gather information relevant to the investigation, including information regarding standards (Australian and international standards) to determine actions and recommendations.</p> <p>WorkSafe investigators use their inspector powers to assist the investigation. WorkSafe investigations may lead to issuing of notices.</p>
Resource and manage private investigators	RCBU investigators may need to source and manage private investigators for the Authority.
Makes recommendations	<p>Based on research, analyse and assessment of investigation findings makes recommendations on enforcement, prosecution and other actions.</p> <p>Recommendations may include assessment of reputation risk and cost analysis, changes to existing procedures to prevent reoccurrence of incident and presentation of the ability to prove practicability in a court of law.</p>
Identify and manage potential organisational risk	Investigators identify areas of potential organisational risk and escalate accordingly.
Complete files, investigation reports and briefs of evidence	Complete all files, reports and documentation in line with audit requirements and in preparation for next steps (prosecution, coronial investigations etc).
Assist in development of investigation and prosecution strategies	Work with other specialists (legal or investigative) to develop and implement strategies to ensure case reaches satisfactory resolution.
Act as an expert witness	Provide brief of evidence to counsel and/or appropriate legal body, and provide evidence in court .
Stakeholder communication and advice	<p>Investigators coordinate a number of agencies throughout an investigation, including private investigators, insurers, agents, medical panels etc. and may provide advice and direction to persons in the field.</p> <p>Investigators communicate and engage with relevant stakeholders (eg. government agencies, injured workers, next of kin of the deceased, etc.) on status during and at the completion of projects.</p> <p>RCBU investigators engage with and provide expert advice, guidance and direction to key stakeholder groups in relation to compliance and legislated obligations and strategic priorities of the Branch and VWA.</p>
Projects	Participate in projects as required to drive improvement into procedures and processes for the team.

Accountabilities	
Continuous improvement	Identify opportunities, make recommendations and implement improvements to processes, systems and work practices.
Occupational health and safety	Comply with VWA OHS policy and procedure and legislative requirements.

Primary Competencies

Whilst a Investigator 1 will demonstrate many of the competencies in the competency library the following competencies have been identified as primary to the role.

The shaded box indicates the level of the competency a Investigator 1 is required to demonstrate. Each level incorporates the behaviours of the levels beforehand. These are described in detail in the VWA Award Competency Library which is available on the intranet.

Competency	1	2	3	4	5
Adaptability	Listens to others	Uses initiative to act within known boundaries	Takes initiative in approach	Is positive about unexpected demands or change	Manages change and ambiguity
Focus and Perseverance	Makes concerted effort to achieve the outcome	Takes persistent action to achieve the outcomes	Is tenacious in overcoming barriers	Sticks with a problem until it is resolved	
Influencing Compliance	Gives detailed directions	Sets clear expectations	Monitors performance against standards	Confronts and addresses performance issues	Takes appropriate action to address non compliance
Information Gathering	Asks questions	Explores anomalies	Seeks to uncover the facts	Undertakes systematic research or investigation	Use own research systems
Resilience	Behaves appropriately	Takes action professionally	Manages work demands and stress capably	Leads constructive action	Acts as calming influence
Stakeholder Support and Service	Follows up	Listens, Interprets and Establishes Needs	Tailors response and ensures understanding	Acts to resolve needs	Acts proactively to resolve issues
Tactical and Analytical Thinking	Organises information	Sees interdependencies and sets priorities	Undertakes analysis to support the business	Systematically analyses and plans to achieve outcomes	Undertakes very complex planning or problem solving
Working in a Team	Acts cooperatively within their team	Actively seeks input from others	Seeks to understand the needs of other teams	Promotes cross functional teamwork	Aligns actions to organisational goals