

Independent Police Conduct Authority (IPCA)

Position Description

Position title:	Resolution Support
IPCA Team:	Resolution
Location:	Wellington
Date of issue:	Decemberr 2022
Reports to:	Manager: Resolution
IPCA HR Ref:	

PURPOSE OF THE ROLE

There are two Resolution teams and this role sits in one of these teams. The Resolution Support position is responsible for supporting the functions of the resolution and investigations teams, specifically assisting operational staff with checks and searches of the Police NIA and Blue Team databases.

ABOUT THE IPCA

The IPCA is an Independent Crown Entity established by the IPCA Act to investigate and resolve complaints against the Police. The Authority exists to enhance public trust and confidence that complaints about Police conduct and incidents involving death and serious bodily harm are fairly and impartially investigated or overseen, and grievances are appropriately addressed. It also makes recommendations for change in Police policy and practice which contributes to improved Police performance.

The Authority also serves as a National Preventive Mechanism (NPM) under the Crimes of Torture Act 1989, which implements the United Nations Optional Protocol to the Convention Against Torture (OPCAT). This involves inspecting and auditing reports on Police detention facilities throughout New Zealand to ensure that they are safe and humane and that they meet international standards.

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; resolution; and OPCAT.

The Operations Group is supported by a Corporate Team and Principal Operational Advisers who work across the Group.

Resolution

The Resolution Group (comprising two teams) is responsible for receiving, assessing, categorising, managing and resolving complaints submitted to the IPCA that fall outside a Category A case requiring independent investigation by the IPCA. This includes communication with complainants, and liaison with the relevant Police Professional Conduct staff.

The Group also shares responsibility with the Investigations Group for overseeing and reviewing Category B cases referred back to Police for investigation.

IMPORTANT RELATIONSHIPS

Internal:

- Manager: Resolution
- Resolution Team members
- Other operational staff

External:

- Complainants and family members
- Police Professional Conduct staff at PNHQ and in District

KEY ACCOUNTABILITIES

Accountability	Deliverables / Outcomes
Administrative support	<ul style="list-style-type: none"> • Undertake database checks for all matters referred to the Authority for assessment. • General administrative functions within the Resolution Team. • Identifying, collating and summarising information for triaging of complaints. • Assistance with obtaining, analysing and summarising information on other files as required. • Distribution of incoming correspondence on Police investigations, including emails. • Follow up with Police on requests for more information and confirmation of agreed resolution actions with complainants
Teamwork	<ul style="list-style-type: none"> • Contribute to a positive team environment. • Promote and role model positive behaviour and IPCA values. • Work collegially and collaboratively with others to achieve goals. • Provide support to colleagues with adhoc work as required.

PERSON SPECIFICATION

Education, Skills, Knowledge, Experience

Required:

- Attention to detail and accuracy
- Stays calm under pressure
- Flexible and adaptable and works collaboratively in a team environment
- Excellent organisational skills ensuring deadlines are met
- Ability to summarise large amounts of information and extract key points and issues
- Maintains confidentiality with work undertaken
- Knowledge and demonstrable experience in the use of office software packages in particular MS Office products
- Familiarity with databases as well as a demonstrated record of accuracy and timeliness in data entry