

## Independent Police Conduct Authority (IPCA)

### *Position Description*

Position title:	<b><u>Case Resolution Officer</u></b>
IPCA Group:	Operations
Location:	Wellington
Date of issue:	April 2022
Reports to:	Manager: Case Resolution
IPCA HR Ref:	

#### **Purpose of the Role**

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The Case Resolution Officer (CRO) is responsible for receiving, assessing, categorising, managing and resolving all complaints and referrals submitted to the Authority which are not categorised as a Category A case.

The CRO liaises with the relevant Police Professional Conduct staff; determines the appropriate way in which complaints should be resolved; oversees any Police investigation; and oversees and reviews Police audits of compliance with policy governing Police custodial facilities.

#### **About the IPCA**

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The IPCA is an Independent Crown Entity established by the IPCA Act to investigate and resolve complaints against the Police. The IPCA receives and investigates complaints alleging misconduct or neglect of duty by Police employees, or concerning any practice, policy or procedure of the Police. The IPCA also investigates incidents where a Police employee causes, or appears to have caused, death or serious bodily harm. The IPCA also has responsibility for monitoring and reporting on Police custodial facilities as a National Preventive Mechanism under the Optional Protocol to the Convention Against Torture (OPCAT).

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, timeliness and integrity.

#### **Case Resolution**

Case Resolution (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. The Teams manage communication with complainants, liaise with the relevant Police Professional Conduct staff and oversee some of the cases requiring police investigation.

## The IPCA's Operations Group

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The IPCA Operations Group includes three functional service delivery areas: investigations; case resolution; and monitoring of Police places of detention in accordance with the IPCA's statutory function as a National Preventive Mechanism. This Group is supported by a Corporate Team.

### *Investigations*

The Investigations Group (comprising two teams) is focused on the investigation, conduct, and conclusion of investigations into complaints against the Police, and incidents where death or serious bodily harm has resulted. This involves conducting independent investigations and also the oversight and review of Police investigations into complaints. They are responsible for writing final public reports, or letters for Police and complainants, which are appropriate to the level of investigation undertaken. They also undertake inspections of Police custodial facilities, and investigate, or oversee Police investigations into, policy and practice issues arising from those inspections and from incidents occurring in Police custodial facilities.

## The IPCA's Corporate Team

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The Corporate Team provides sound, customer-oriented services (some outsourced) that ensure the IPCA's capability continues to develop and improve in alignment with wider government and state sector requirements, obligations and responsibilities. The Team provides enabling services and support to all areas of the IPCA to assist in the delivery of the IPCA's operational functions.

Major activities include business planning, strategy and policy development; financial management and reporting; accountability documents and ensuring systems are compliant with Crown entity reporting requirements; human resources management; management of information technology systems and capability; communications; monitoring and managing outsourced services; and administrative support, systems and processes across the organisation.

## Important Relationships

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### *Internal:*

- Manager: Case Resolution
- Case Resolution Team members
- IPCA Chair
- Other managers
- Other operational staff

### *External:*

- Complainants and family members
- Police Professional Conduct staff at PNHQ and in District
- Key external stakeholders
- Relevant professional contacts and liaison networks

## Key Accountabilities

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Case Resolution Officers are accountable to the Manager: Case Resolution, who will monitor and review workload and performance. Key accountabilities for a Case Resolution Officer include:

<i>Accountability</i>	<i>Deliverables / Outcomes</i>
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<b>Accountability</b>	<b>Deliverables / Outcomes</b>
<p>Triage complaints and referrals and manage them through to successful resolution</p>	<ul style="list-style-type: none"> <li>• Manage case workload including: <ul style="list-style-type: none"> <li>○ receiving and processing complaints and referrals,</li> <li>○ responding to enquiries;</li> <li>○ identifying missing information in complaints and referrals and following required procedures to obtain that information;</li> <li>○ identifying issues raised by complaints and referrals and raising those with the Manager: Case Resolution as required;</li> <li>○ working with A Senior CRO or Manager: Case Resolution and the District Police Professional Conduct Manager to determine the appropriate way of resolving a complaint;</li> <li>○ reviewing and analysing Police material;</li> <li>○ maintaining contact with complainants and Police; and</li> <li>○ managing administration associated with a complaint or incident eg correspondence, filing and reporting.</li> </ul> </li> <li>• Apply Authority processes for the management and resolution of complaints so as to meet the objectives of the Authority and achieve the Authority’s performance expectations as set out in the annual Statement of Performance Expectations.</li> <li>• Carry out internal reporting and monitoring, including providing progress and performance reports on cases on a regular basis.</li> <li>• Maintain active oversight of Police investigations, liaise with the relevant Police Professional Conduct Manager and Police investigating officer to ensure a robust and focused investigation, address issues and concerns as they arise, and review and report on the outcome.</li> <li>•</li> </ul>
<p>Undertake audits of the Police management of custodial facilities</p>	<ul style="list-style-type: none"> <li>• As part of the IPCA’s performance of its functions as a National Preventive Mechanism: <ul style="list-style-type: none"> <li>○ review Police annual statistical audits of the management of detainees in Police custodial facilities;</li> <li>○ oversee and review periodic Police audits of District compliance with Police policy relating to the management of detainees in Police custodial facilities through the analysis of Police electronic records in individual cases; and</li> </ul> </li> </ul>

<b>Accountability</b>	<b>Deliverables / Outcomes</b>
	<ul style="list-style-type: none"> <li>○ report to the Manager on District issues that require more in-depth work.</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>● Contribute to a positive team environment.</li> <li>● Promote and role model positive behaviour and IPCA values.</li> <li>● Work collegially and collaboratively with others to achieve goals.</li> <li>● Provide support to colleagues.</li> </ul>
Relationship management	<ul style="list-style-type: none"> <li>● Develop strong professional relationships including: <ul style="list-style-type: none"> <li>○ effective internal networks and working relationships with others in the Authority;</li> <li>○ effective working relationships with complainants and their representatives; and</li> <li>○ effective working relationships with the Professional Conduct Section of PNHQ, other police entities, police members and other organisations and entities.</li> </ul> </li> </ul>

## **Person Specification**

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### ***Education, Knowledge, Experience***

#### Essential

- A tertiary qualification in law or other relevant degree
- Strong analytical and judgement skills
- Strong written communication skills

#### Desirable

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- Background in law enforcement or knowledge of policing or other law enforcement operations

## **Competencies**

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<b>Competency</b>	<b>Evidence</b>
Interpersonal skills	<ul style="list-style-type: none"> <li>● Communicates effectively with a wide range of individuals.</li> <li>● Defuses high-tension situations comfortably.</li> <li>● Displays empathy and sensitivity in distressing and highly emotional situations.</li> <li>● Displays sensitivity to various cultural and ethnic groups and ethical</li> </ul>

Competency	Evidence
	beliefs. <ul style="list-style-type: none"> <li>• Can adapt style and approach to meet circumstances</li> </ul>
Analytical skills	<ul style="list-style-type: none"> <li>• Processes information from diverse sources.</li> <li>• Analyses large amounts of information and identifies relevant issues and questions quickly.</li> <li>• Shows consistent attention to detail.</li> </ul>
Relationship focus	<ul style="list-style-type: none"> <li>• Responds effectively in a wide range of culturally and ethnically different contexts.</li> <li>• Is dedicated to meeting the expectations and requirements of internal and external customers.</li> <li>• Gets first-hand customer information and uses it for improvements in services.</li> <li>• Acts with stakeholders/parties in mind.</li> <li>• Establishes and maintains effective relationships with parties and gains their trust and confidence.</li> <li>• Ability to manage relationships positively where needing to provide constructive criticism</li> <li>•</li> </ul>
Judgement/decision making	<ul style="list-style-type: none"> <li>• Acts in an impartial, fair and sensitive manner.</li> <li>• Uses diplomacy and tact.</li> <li>• Develops and forms decisions and opinions based on objective analysis.</li> <li>• Assesses situations or circumstances and draws sound conclusions applying common sense and sound analysis.</li> <li>• Comfortable and confident in making recommendations for decisions in ambiguous situations</li> <li>• Deals with sensitive, confidential and disturbing or offensive material.</li> </ul>
Organisation and time management	<ul style="list-style-type: none"> <li>• Is organised and structured in approach to work.</li> <li>• Establishes plans to manage workload and follows through with these.</li> <li>• Utilises technology and systems to manage work effectively.</li> <li>• Plans and organises time and works efficiently.</li> </ul>
Integrity	<ul style="list-style-type: none"> <li>• Adheres to the IPCA's core values of independence, trustworthiness, accountability, vigilance, timeliness and integrity.</li> <li>• Appreciates and understands the importance of privacy and secrecy.</li> </ul>
Self-development	<ul style="list-style-type: none"> <li>• Knows personal strengths, weaknesses, learning opportunities and limits.</li> <li>• Gains insight from mistakes.</li> <li>• Is open to constructive criticism.</li> <li>• Is personally committed to and actively works to continuously improve.</li> <li>• Learns new subject areas quickly</li> <li>• Is aware of own reaction to disturbing or offensive material.</li> <li>• Can effectively cope with change</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Has excellent written communication skills.</li> </ul>

Competency	Evidence
skills	<ul style="list-style-type: none"><li data-bbox="456 324 1382 396">• Writes succinct, plain and grammatically correct English, in a form that is accessible to the general public.</li><li data-bbox="456 405 1382 515">• Has strong oral communication skills, including the ability to engage effectively over the telephone and in person with angry or distressed people.</li></ul>