

Role Description

Investigation Officer (Identified)

Role Description Fields	Details
Department/Agency	Office of the Children's Guardian
Division/Branch/Unit	Investigations and Enforcement
Role number	TBC
Classification/Grade/Band	7/8
Senior executive work level standards	Not Applicable
OSCA Code	223999
PCAT Code	1121392
Date of Approval	03 February 2026
Agency Website	https://ocg.nsw.gov.au/

Agency overview

The Office of the Children's Guardian (OCG) upholds NSW children and young people's right to be safe by overseeing, regulating and monitoring organisations and individuals that provide services to children. We influence and lead change by building capability in organisations to be child safe. We are a trusted authority on quality in child safe practices, in out-of-home care, worker screening and reportable conduct. We have a dynamic and committed workforce, and a culture that encourages and promotes innovation and strives for continuous improvement.

The Office of the Children's Guardian is led by the Children's Guardian, an independent statutory officer. To find out more about the functions of the Office of the Children's Guardian please visit our website at www.ocg.nsw.gov.au.

Primary purpose of the role

The Investigation Officer supports the delivery of high-quality, consistent, and timely regulatory investigations across the Child Safe, Working with Children Check, and Reportable Conduct schemes. The Investigation Officer contributes to the centralised investigations and compliance function by gathering investigations, conducting preliminary assessments, analysing evidence, and preparing documentation that informs decision-making.

The role responds to enquiries, notifications, and complaints, identifying relevant offences, allegations of reportable conduct and systemic issues relating to the safety, welfare and wellbeing of children. It plays a key part in supporting the Office's regulatory approach by promoting accountability, child safety, and continuous improvement in organisational responses to risk.

The Investigation Officer will be responsible for planning and conducting investigations of these types, providing reports analysing and weighing evidence, recommending findings and actions, the preparation of briefs of evidence and assist in prosecutions where required.

Key accountabilities

- Collate a wide range of information, prepare documents and applications for investigations.
- Develop investigative plans, coordinate, monitor and oversee the implementation of strategies to obtain investigation objectives.
- Undertake investigative tasks to gather evidence such as conducting records of interview and taking statements.
- Provide advice together with sound and timely recommendations to the Manager Investigations and Enforcement on the status and progress of investigations.
- Prepare clear and concise assessments, undertake detailed and accurate analyses and make sound recommendations for action in accordance with legislative requirements, and relevant policies and procedures.
- Manage a diverse caseload including preparation of briefs of evidence for hearing examination programs and prosecutions.
- Develop and maintain effective and trusting working relationships with colleagues and external stakeholders, and achieve individual and team goals, setting clear objectives, and recording outcomes.

Key challenges

- Managing complex and sensitive matters with competing and shifting priorities in a high-volume environment where confidentiality and discretion are key.
- Maintaining up-to-date knowledge of legislative requirements, developments in child protection, policies, procedures and processes in a rapidly changing internal and external environment.
- Establishing and managing effective working relationships with a diverse range of internal and external stakeholders and, under the supervision of senior officers, facilitate collaboration, information exchange and timely and expert responses to identified risks.

Key relationships

Internal

Who	Why
Relevant Reporting Line Manager	<ul style="list-style-type: none">• Provides advice about the progress of complaints and notifications and other matters of interest to the office to inform decision making and manage risks.• Contributes to the ongoing business planning and other activities of the Directorate and the Office of the Children's Guardian more broadly.
Directorate and Agency	<ul style="list-style-type: none">• Develops and maintains effective working relationships, shares or refers information internally as appropriate and provides support regarding cases.

External

Who	Why
Other Federal, State and Local Government and Non-Government Agencies	<ul style="list-style-type: none">• Contributes to building and maintaining effective relationships with key stakeholders to facilitate systemic cultural change and sector with assistance to improve their investigative capacity and identifying and implementing best practice systems.

Role dimensions

Decision making

The role operates with a level of autonomy, is expected to act with independence in planning, directing, and managing their work and use initiative in making recommendations for action on individual cases. It is accountable for the delivery of assigned work within the parameters set by their line manager and within the limits of their delegated authority.

Reporting line

The role reports to the relevant reporting line manager.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience and knowledge of risk assessment, investigative processes and practices used in the investigation of complex and difficult nature cases.
- Demonstrated knowledge and practical understanding of law enforcement policy, practice, procedures and culture.
- High level written communication skills and a demonstrated ability to communicate effectively with people of diverse background, occupation and seniority.

Essential requirements

- Appropriate tertiary qualifications or demonstrated, relevant, equivalent professional experience.
- Employment at the Office of the Children's Guardian is subject to the satisfactory completion of security and related vetting checks.
- All roles associated with the Office of the Children's Guardian are required to have a current Working with Children Check.
- Aboriginality (see notes below).

Notes: As an Identified role, this role is open only to Aboriginal and/or Torres Strait Islander persons, Australia's First Nations people. Where a position is identified, an applicant's race is a genuine occupational qualification and authorised by Section 14(d) of the Anti-Discrimination Act 1977.

There are two alternatives to confirming your Aboriginality, one of which must be uploaded to be considered for the role as follows. *Either will be accepted:*

- Confirmation of Aboriginality form OR
- Written confirmation from 2-3 Aboriginal organisations within the community in which you live/work, which addresses the three criteria listed below:
 - o Is of Aboriginal and/or Torres Strait Islander descent, and
 - o Identifies as an Aboriginal and/or Torres Strait Islander person, and
 - o Is accepted as such by the Aboriginal and/or Torres Strait Islander community.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent your organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Promote a workplace culture that values high ethical standards and behaviour• Act to prevent and report misconduct and inappropriate behaviour• Put strategies in place to manage and monitor conflicts of interest• Ensure that others are aware of and understand the legislation and policy framework within which they operate	Adept
 Personal Attributes	Value Diversity and Inclusion Be inclusive and respect diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none">• Promote diversity, inclusion and cultural safety in your organisation, for colleagues, customers and stakeholders• Seek practical ways to build cultural safety by removing barriers for people from diverse cultures, backgrounds and experiences• Recognise and adapt to individual abilities, differences and working styles• Support initiatives that create a safe and equitable workplace and a culture that values difference• Recognise and proactively address bias in interactions and decision-making	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to suit the needs, backgrounds and perspectives of diverse audiences and address barriers to participation • Clearly explain complex ideas and arguments to individuals and groups • Create opportunities for others to contribute • Share information with other teams and business units to enable informed decision-making • Write clearly and concisely in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences • Pay attention and encourage others to express their views 	Adept
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a workplace culture that values collaboration • Communicate with other teams to improve information sharing • Share lessons learned with other teams and business units • Identify opportunities to collaborate with stakeholders, including people with lived experience, to develop better processes and solutions • Actively use digital information platforms, collaboration tools and other digital technologies to share information and work with diverse audiences to solve problems and improve services • Consider diverse cultural perspectives to provide insights into collaborative work 	Adept
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes	<ul style="list-style-type: none"> • Use your own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Ensure staff understand expected goals and acknowledge staff success in achieving these • Identify the resources people need and ensure goals are achieved within budget and on time • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the way resources are allocated meets new business needs 	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Ensure you budget for and clearly state the financial impacts of new priorities 	
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Make recommendations based on evidence by researching and critically analysing information and identifying interrelationships Anticipate, identify and deal with issues and potential problems that may impact organisational goals and the customer experience Think creatively to come up with new ideas to resolve issues and improve customer experience Seek input and ideas from people with different backgrounds and experiences Participate in and contribute to team or business unit initiatives to resolve common issues or barriers to effectiveness Identify and share business process improvements to enhance effectiveness Analyse data and information to identify insights and communicate findings in a clear and meaningful way 	Adept
 Results	Demonstrate Accountability Be proactive and responsible for your actions, and follow legislation, policy and guidelines	<ul style="list-style-type: none"> Assess work outcomes, and identify and share what you learnt to inform future actions Ensure your own and others' actions focus on achieving organisational goals Exercise delegations responsibly Understand and apply high standards of financial probity with public money and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure your own and others' health and safety Conduct and report on quality control audits Identify and mitigate risks to achieving goals Consider data security, ethics and privacy in decision making 	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes, however, may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
 Personal Attributes	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Technology	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate

Capability group/sets	Capability name	Description	Level
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
 Business Enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational