

Job Description: Senior Human Rights Complaints and Investigations Officer

Corporate Information

Salary Range:	FJD\$45,000–FJD\$55,000
Location:	Suva
Reporting Responsibilities:	a) Reports To: Manager Complaints and Investigations b) Liaises with: Education and Advocacy Unit, Legal and Policy Unit, Lautoka Office, Labasa Office c) Subordinates: None

Role Purpose

To conduct high-quality, impartial investigations into complaints of human rights violations and discrimination, and to provide crucial support to the Manager in the effective operation of the Complaints and Investigations Unit. This role is pivotal in ensuring the efficient management of a case load from receipt to resolution, upholding the Commission's mandate under the Human Rights and Anti-Discrimination Act 2009.

Key Responsibilities

1. Case Management and Investigation

- Receive, register, and conduct initial assessments of complaints to determine jurisdiction and prima facie evidence.
- Manage a diverse caseload of complaints, planning and conducting investigations in a timely, impartial, and confidential manner.
- Oversee intake and assessment of high priority or sensitive complaints
- Ensure timely and impartial resolution in line with Commissions procedures.
- Conduct interviews with complainants, respondents, and witnesses; gather and critically analyse evidence, including documents and physical evidence.
- Draft clear, concise, and evidence-based investigation reports with sound findings and actionable recommendations.

- Support the Manager in complex, sensitive, or high-profile investigations as required.

2. Conciliation and Resolution Support

- Facilitating conciliation processes between parties, acting as a note-taker or support person.
- Prepare necessary documentation and correspondence related to the conciliation and resolution of complaints.

3. Operational and Administrative Support to the Manager

- Assist the Manager in tracking the Unit's performance against its Annual Work Plan, helping to compile data and draft progress reports.
- Support the Manager in the implementation of donor-funded projects by taking responsibility for specific assigned activities and deliverables.
- Under the direction of the Manager, contribute to the development and updating of the Commission's complaints handling manual, procedures, and templates.
- Deputise for the Manager on specific operational tasks as delegated.

4. Information and Data Management

- Maintain accurate, organised, and secure physical and digital case files.
- Proficiently use the Commission's Complaints database system (HURIDOCs or other designated system) to record all case activities, updates, and outcomes in a timely and accurate manner.
- Assist in generating basic data and statistical reports from the case management system for internal review.

5. Capacity Building and Stakeholder Engagement

- Deliver training on complaints handling and human rights compliance.
- Liaise with complainants, legal representatives, and relevant authorities while maintaining confidentiality.
- Represent the Commission in hearings, inquiries, or public forums as required.

Person Specification

Qualifications and experience

- At a minimum, a degree in law, criminology, human rights, or a related field.
- Minimum 5 years of experience in investigations, compliance, or legal analysis.
- Strong analytical, interviewing, and report-writing skills.
- Demonstrable experience in case management, from initial assessment through to report writing.

- Experience applying principles of human rights, administrative justice, or natural justice in a professional context.

Skills

- Proficiency in interviewing techniques, evidence gathering, and critical analysis.
- Ability to draft structured, logical, and well-reasoned investigation reports.
- Excellent verbal and written communication skills in English.
- Familiarity with, or a strong willingness to rapidly learn, data and case management software
- Ability to work effectively both independently and as a supportive team member, liaising across different units.

Personal attributes

- Demonstrated commitment to human rights.
- Proactive, adaptable, and willing to learn and take on new challenges.
- Knowledge of working in the Pacific, preferably in Fiji.