

POSITION DESCRIPTION

Position Title:	Centrelink Officer
Reporting to:	Senior Administration Officer
Status:	Permanent
Salary:	Level 3
Award Conditions:	Local Government Industry Award 2020
Location:	Various

POSITION STATEMENT

This position is responsible for manning the community Centrelink facility and assisting Centrelink clients with basic enquiries.

ACCOUNTABILITIES & RESPONSIBILITIES

Primary Tasks	<p>Ensure that Centrelink services are available to the community and make sure the office is open and an officer is in attendance during opening times.</p> <p>Help Centrelink clients to:</p> <ul style="list-style-type: none"> • access self-service products • identify payments and services • access forms • access information on products and publications rights, obligations and complaint processes • advise Centrelink of changes to personal circumstances • book appointments with Centrelink officials • access interpreter services if required. <p>Address administration requirements by:</p> <ul style="list-style-type: none"> • ensure that enquiries, complaints, requests or suggestions from the public are dealt with through the timely dissemination of relevant advice and information • verifying supporting documentation where required • keeping client information and documentation confidential and secure • submitting paperwork in a timely manner and reports by required due dates • reading and actioning Centrelink email communications • providing any other general office or administrative duties as required.
Teamwork	<ul style="list-style-type: none"> • Communicate effectively to foster positive relationships at all levels across the community, stakeholders and West Arnhem Regional Council staff. • Support a collaborative culture with internal and external stakeholders, and motivate team members by inculcating a dynamic working environment that nurtures innovation.



<p>Policies and Procedures</p>	<ul style="list-style-type: none"> • Comply with all West Arnhem Regional Council Policies and Procedures.
<p>Work Health and Safety</p>	<ul style="list-style-type: none"> • In accordance with work health and safety legislation: <ul style="list-style-type: none"> ○ ensure you work safely, the way you work does not cause harm to others and you use measures within your control that prevent injuries or illnesses, and ○ within your area of responsibility, ensure compliance with work health and safety legislation and Council’s work health and safety policies and procedures. • Actively participate in safety improvement activities.
<p>General Responsibilities</p>	<ul style="list-style-type: none"> • Comply with the West Arnhem Regional Council ‘Code of Conduct’ and all other policies and procedures adopted by the West Arnhem Regional Council as varied from time to time. • Other duties commensurate with skills and experience as requested by the Administration Coordinator.
<p>SELECTION CRITERIA</p>	
<p>Essential</p>	<ul style="list-style-type: none"> • Current Centrelink Training (can be provided on-the-job) • Well-developed interpersonal and customer service skills, including a friendly and welcoming manner and the ability to remain calm under pressure. • Good knowledge and experience in office administration. • Well-developed written and verbal communications skills to communicate effectively to people across a diverse audience. • Good skills in the use of Microsoft Office, in particular Outlook, Word and Excel, and the ability to learn new systems as required. • Good organisational skills, attention to detail, coupled with proven ability to complete tasks within required timeframes. • Experience working with cash and balancing monies. • Ability to work independently under general guidance and as a member of a team. • Ability to be discreet, maintain confidentiality and discern sensitive issues. • Ability to communicate sensitively and effectively with Indigenous people. • Good understanding of work health and safety in the workplace. • Current Northern Territory Driver’s Licence. • National Criminal History Check clearance. • Current Working with Children/Ochre Card.
<p>Desirable</p>	<ul style="list-style-type: none"> • Administration/office management qualifications/certificates. • Experience with document handling or records management. • Strong understanding and appreciation of Indigenous culture and living and working in small remote indigenous communities.



YOUR SPHERE OF INFLUENCE AND KEY RELATIONSHIPS

Freedom to act is governed by broad goals, policies, legislation and budgets with periodical reviews to ensure achievement of goals.

Decisions and actions have an effect on the operational unit and the wider organisation.

When developing policy options and strategic plans, freedom to act is determined by the Chief Operating Officer.

The advice provided is relied upon for guidance and justification for adopting particular policies and procedures, where the impact may be substantial.

Reports to	Administration Coordinator
Internal	Administration Staff Councillors People & Learning Team All Staff
External	Government and non-government representatives Council suppliers and local businesses Community Members



Approved by CEO :

P Findley

Date: 09.12.2020

