

POSITION DESCRIPTION

Position Title:	Centrelink Senior Officer
Reporting to:	Administration Coordinator
Status:	Permanent, Part Time
Salary:	Level 4/5
Award Conditions:	WARC Enterprise Agreement 2024
Location:	Various

POSITION STATEMENT

This Centrelink Senior Officer is responsible for ensuring that a quality customer service is provided to Centrelink clients in accordance with the terms and conditions of the West Arnhem Regional Council / Centrelink Service Agreement.

ACCOUNTABILITIES & RESPONSIBILITIES

Operational Team Management

- Ensure that Centrelink services are available to the community and Centrelink clients by making sure the office is open and an officer is in attendance at all times during contracted times.
- Provide a sensitive and confidential service that will help Centrelink clients to:
 - access self-service products;
 - identify payments and services;
 - access forms;
 - access information on:
 - products and publications; and
 - rights, obligations and complaint processes.
 - advise Centrelink of changes to personal circumstances;
 - book appointments with Centrelink officials; and
 - access interpreter services if required.
- Promote Centrelink Services to the community by providing information about products and services.
- Address administration requirements by:
 - preparing and submitting regular activity reports;
 - collecting forms and checking that forms for completed correctly;
 - verifying supporting documentation where required;
 - keeping client information and documentation confidential and secure;
 - remitting paperwork in a timely manner; and
 - reading and actioning Centrelink email communications.
- Provide training and support to relief staff, as required.
- Assist with identification verification and references for members of the community as required.



Teamwork	<ul style="list-style-type: none"> • Oversee the performance of your team and complete performance reviews and training/development plans to ensure timely feedback, give appropriate recognition which reflects the contribution of staff who have the required skills and motivation to do the job. • Promote a team approach to problem solving and encourage innovative practice. • Provide effective communications that foster positive relationships at all levels across the community, external stakeholders and West Arnhem Regional Council personnel. • Support a collaborative culture with internal and external stakeholders, and motivate team members by inculcating a dynamic working environment that nurtures innovation.
Policies and Procedures	<ul style="list-style-type: none"> • Monitor, direct and ensure all Local Government services and programs are conducted in accordance with statutory requirements, WARC policies and procedures, budgets and funding guidelines and best practices. • Comply with all relevant legislation and regulations.
Work Health and Safety	<ul style="list-style-type: none"> • Within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures. • Contribute to organisational continuous quality improvement and internal reporting to the Administration Co-ordinator. • Take reasonable care to protect the health and safety of staff and others. • Actively participate in safety improvement activities.
General Responsibilities	<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. • Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits. • Other duties, consistent with skills and experience, as directed by the Administration Coordinator.



SELECTION CRITERIA

Essential	<ul style="list-style-type: none"> • Proven experience in customer service and office administration. • Good interpersonal, verbal and written communication skills, including the ability to develop good relationships, negotiate and to resolve conflict, and communicate sensitively and effectively with Indigenous people. • Ability to be discreet, maintain confidentiality and discern sensitive issues. • Good organisational skills along with proven ability to complete tasks within required timeframes. • Good knowledge and ability to use Microsoft computer programs and quickly learn new programs. • Ability to supervise and mentor staff in a cross-cultural environment within the context of developing the capacity of local 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.
Desirable	<ul style="list-style-type: none"> • Previous experience providing Centrelink agency services and / or knowledge of Centrelink services • Previous experience in local government. • Strong understanding and appreciation of Indigenous culture and living and working in small remote aboriginal communities.

YOUR SPHERE OF INFLUENCE AND KEY RELATIONSHIPS

This position manages a specialist unit.

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 Centrelink Officers
Council Services Managers
Administration Staff
People & Learning Team



Approved by **CEO** :

P Findley

Date: 17.12.2020



All Staff

External

Government representatives
Department of Human Services / Centrelink
Centrelink Customers
Community Members



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Date: 17.12.2020

