****

Integrity, Respect

Equality

Honesty, Openness

**VICTORIA DALY REGIONAL COUNCIL**

|  |
| --- |
| **JOB OVERVIEW** |
| **JOB TITLE** | Centrelink Officer |
| **JOB LOCATION** | Community Based  | **WEEKLY HOURS** | Working up to 38 hours per week pending location  |
| **DIVISION / DEPARTMENT** | Agency Services  | **LEVEL**  | 2 |
| **DIRECT REPORTS** | Nil | **WORKING CONDITIONS** |  |
| **REPORTS TO**  | Council Services Manager | **EMPLOYMENT CONDITIONS** | Victoria Daly Regional Council Enterprise Agreement 2018-2021. |
| **POSITION DETAILS** |
| **JOB PURPOSE** | To provide Centrelink services in a culturally appropriate manner by educating, encouraging and providing assistance to customers allow them to access the Centrelink’s suite of self service facilities and products including job seeker reporting requirements.  |
| **DUTIES AND RESPONSIBILITIES** | 1. Promote, educate and encourage customers to access all of Centrelink’s self service facilities.
2. Provide assistance to customers so they can use the facilities.
3. Ensure monthly data for Centrelink is uploaded each month by the specific deadline using the Online Performance Management Facility.
4. Ensure all documents are sent and received by the Centrelink Department.
5. Assist with Medicare and forward all documentation in the provided envelops.
6. Use Centrelink’s internet site to identify possible payments and services for customers.
7. Act as a verifier for Indigenous customers where local knowledge replaces availability of documented evidence.
8. Outline and assist customers become aware of their rights, obligations and complaint mechanisms.
9. Assist customers who have difficulty understanding English to access suitable interpreter services.
10. Check the Centrelink’s mail box daily, read and, where appropriate, action Centrelink’s communications.
11. Ensure all customer information and documents are kept in a safe secure lockable location.
12. Advocate for community members with Centrelink.
13. Any other duties as directed by the CEO or Manager.

  |
| **QUALIFICATIONS, EDUCATION, EXPERIENCE & KNOWLEDGE** |
| **EDUCATION REQUIREMENTS** | 1. Previous training in Centrelink (Desirable)
 |
| **EXPERIENCE & KNOWLEDGE REQUIREMENTS** | 1. Sound computer and office equipment skills and knowledge.
2. Ability to work with limited supervision and direction.
3. Good written and oral communication skills.
4. Good administrative and time management skills.
5. Ability to be sensitive to the customer needs and be able to negotiate and provide resolutions.
6. Ability to perform multi tasks under pressure.
7. Personal integrity, good interpersonal skills and friendly disposition.
8. A good knowledge and understanding of Centrelink services.
9. Sound knowledge of the principles of Work Health & Safety.
 |
| **OTHER REQUIREMENTS** | 1. Criminal History Check (Recent within 3 months)
2. Working with Children’s Clearance
3. A current driver’s licence.
 |
| **PHYSICAL REQUIREMENTS** | The position holder’s employment conditions are as set out in the holder’s letter of employment offer and in the Victoria Daly Regional Council Enterprise Agreement 2018-2021. |
| **APPROVED By****RUSSELL ANDERSON****CHIEF EXECUTIVE OFFICER** |   | **DATE APPROVED** |   |