



## JOB OVERVIEW


<b>JOB TITLE</b>	Centrelink Officer		
<b>JOB LOCATION</b>	Community Based	<b>WEEKLY HOURS</b>	Working up to 38 hours per week pending location
<b>DIVISION / DEPARTMENT</b>	Agency Services	<b>LEVEL</b>	2
<b>DIRECT REPORTS</b>	Nil	<b>WORKING CONDITIONS</b>	
<b>REPORTS TO</b>	Council Services Manager	<b>EMPLOYMENT CONDITIONS</b>	Victoria Daly Regional Council Enterprise Agreement 2018-2021.

## POSITION DETAILS

<b>JOB PURPOSE</b>	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.
<b>DUTIES AND RESPONSIBILITIES</b>	<ol style="list-style-type: none"> <li>1. Promote, educate and encourage customers to access all of Centrelink's self service facilities.</li> <li>2. Provide assistance to customers so they can use the facilities.</li> <li>3. Ensure monthly data for Centrelink is uploaded each month by the specific deadline using the Online Performance Management Facility.</li> <li>4. Ensure all documents are sent and received by the Centrelink Department.</li> <li>5. Assist with Medicare and forward all documentation in the provided envelopes.</li> <li>6. Use Centrelink's internet site to identify possible payments and services for customers.</li> <li>7. Act as a verifier for Indigenous customers where local knowledge replaces availability of documented evidence.</li> <li>8. Outline and assist customers become aware of their rights, obligations and complaint mechanisms.</li> <li>9. Assist customers who have difficulty understanding English to access suitable interpreter services.</li> <li>10. Check the Centrelink's mail box daily, read and, where appropriate, action Centrelink's communications.</li> <li>11. Ensure all customer information and documents are kept in a safe secure lockable location.</li> <li>12. Advocate for community members with Centrelink.</li> <li>13. Any other duties as directed by the CEO or Manager.</li> </ol>

## QUALIFICATIONS, EDUCATION, EXPERIENCE & KNOWLEDGE

<b>EDUCATION REQUIREMENTS</b>	<ol style="list-style-type: none"> <li>1. Previous training in Centrelink (Desirable)</li> </ol>
<b>EXPERIENCE &amp; KNOWLEDGE REQUIREMENTS</b>	<ol style="list-style-type: none"> <li>1. Sound computer and office equipment skills and knowledge.</li> <li>2. Ability to work with limited supervision and direction.</li> <li>3. Good written and oral communication skills.</li> <li>4. Good administrative and time management skills.</li> <li>5. Ability to be sensitive to the customer needs and be able to negotiate and provide resolutions.</li> <li>6. Ability to perform multi tasks under pressure.</li> <li>7. Personal integrity, good interpersonal skills and friendly disposition.</li> <li>8. A good knowledge and understanding of Centrelink services.</li> <li>9. Sound knowledge of the principles of Work Health &amp; Safety.</li> </ol>

<b>OTHER REQUIREMENTS</b>	<ol style="list-style-type: none"><li>1. Criminal History Check (Recent within 3 months)</li><li>2. Working with Children's Clearance</li><li>3. A current driver's licence.</li></ol>		
<b>PHYSICAL REQUIREMENTS</b>	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.		
<b>APPROVED BY RUSSELL ANDERSON CHIEF EXECUTIVE OFFICER</b>	 <table border="1" data-bbox="790 369 1508 508"><tr><td data-bbox="790 369 981 508"><b>DATE APPROVED</b></td><td data-bbox="981 369 1508 508">18/8/20</td></tr></table>	<b>DATE APPROVED</b>	18/8/20
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