



## POSITION DESCRIPTION

<b>REPORTS TO</b>	Council Operations Manager	<b>CLASSIFICATION &amp; HOURS</b>	Level 2 Part-Time
<b>DIVISION</b>	Council Operations	<b>LOCATION</b>	Community Based

## JOB PURPOSE

To provide Centrelink Services in a culturally appropriate manner by educating, encouraging, and providing assistance to customers allowing them to access the Centrelink's suite of self-service facilities and products including job seeker reporting requirements.

## DUTIES & RESPONSIBILITIES

- Promote, educate, and encourage customers to access all of Centrelink's self-service facilities.
- Provide assistance to customers so they can use the facilities.
- Ensure monthly data for Centrelink is uploaded each month by the specific deadline using the Online Performance Management Facility.
- Ensure all documents are sent and received by the Centrelink Department.
- Assist with Medicare and forward all documentation in the provided envelopes.
- Use Centrelink's internet site to identify possible payments and services for customers.
- Act as a verifier for Indigenous customers where local knowledge replaces availability of documented evidence.
- Outline and assist customers become aware of their rights, obligations, and complaint mechanisms.
- Assist customers who have difficulty understanding English to access suitable interpreter services.
- Check the Centrelink mailbox daily, read and where appropriate, action Centrelink's communications.
- Ensure all customer information and documents are kept in a safe, secure lockable location.
- Advocate for community members with Centrelink.
- Comply with all Council policies and procedures.
- Carry out any other duties as directed by the Council Operations Manager.
- Ensure that proper WHS regulations set by Council are adhered to.

## SELECTION CRITERIA

### Education Requirements

1. Previous training in Centrelink (desirable)

### Experience and 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's 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 WHS.



**OTHER REQUIREMENTS**

*Criminal History Check (recent within 3 months)*  
*A current Working with Children's Card.*  
*A current Drivers Licence (desirable)*

**ACKNOWLEDGEMENT**

**DIRECTOR:** *Matthew Chaminant* **DATE APPROVED:** 07/03/2024

**CHIEF EXECUTIVE OFFICER:**  **DATE APPROVED:** 08/03/2024

**OUR VISION**

*To strengthen our region through economic development, growth, and social wellbeing*

**"Moving Forward Together"**

