



Position Description

Services Australia Administration Officer

Applications Close:
5:00pm on Tuesday 11th March 2025

Position title

Services Australia Administration Officer

Position number

CS10313A

Department

Community Services

Classification

Level 3, Queensland Local Government Industry (Stream A) Award 2017 and
Winton Shire Council Certified Agreement 2023 as varied. (\$78,344.24 prorata)

Terms of employment

Permanent Part Time – Monday to Friday, 9am to 12pm.

Supporting documents

Employee Code of Conduct

Workplace Health & Safety Responsibilities

Winton Shire Council Drug and Alcohol Policy

Organisational environment

Winton Shire Council's Mission Statement is:

"Through meaningful engagement, implement a range of strategies that cater to people from all walks of life, our community needs and aim to enrich our lifestyle and preserve our heritage".

Winton Shire Council's Vision is:

"To grow our community and explore exciting, new and innovative opportunities which will retain existing and attract new people with whom we can share our unique lifestyle and rich heritage".

Winton Shire Council's Corporate Values are:

Accountability:

The ethical concept associated with responsibility, enforcement, blameworthiness, transparent process, liability, and other terms associated with being answerable for the trust that is bestowed by those whom we serve.

Effectiveness:

The idea of carrying out a program or process that is entirely adequate to accomplish the purpose that has been identified as a goal or aspiration.

Efficiency:

The concept that in the process of pursuing or effecting any program, procedures, or task where all wastage is minimised.

Sustainability:

Is the capacity to maintain a certain process or state indefinitely? When applied in an economic context, a business is sustainable if it has accepted its practices for the use of renewable resources and is accountable for the environmental impact of its activities.

Meaningful Community Engagement:

Encompasses the principle of seeking the views and opinions of the Community. This is to be through an effective committee system and public consultation process as part of Council's decision making methodology.

Good Governance:

This describes the process of decision-making and the process by which decisions are implemented (or not implemented), hereby, public institutions conduct public affairs, manage public resources, and guarantee the realisation of human rights. Good governance accomplishes this in a manner essentially free of abuse and corruption and with due regard for the rule of law.

Ethical and Legal Behaviour:

Ethical behaviour is characterised by honesty, fairness, and equity in all interpersonal relationships. Ethical behaviour respects the dignity, diversity and rights of individuals and groups of people. When coupled with legal behaviours there is an expectation that there will be a penalty for conduct that breaches any law statute or regulation.

Organisational relationships

Reports to:

Community Welfare Manager

Supervision of:

Services Australia Administration Officer

Internal Liaisons

Management, Council Staff and Council Departments as required

External liaisons

Government Officers, Winton Shire Community at large, other committees relevant to individual support and other business.

Position objectives

The purpose and function of this position is to:

- To work with individuals in reference to Service Australia programs
- To offer assistance, resources, and information to members of the community.

Organisational commitment

Corporate

All Local Government employees are required to comply with relevant Acts and regulations, Council's policies and procedures as amended from time to time.

Confidentiality and improper use of information

All Council documents and information are treated with complete confidentiality. Information gained during employment with Local Government must not be used to gain advantage, or to cause detriment to the Local Government.

Continuous quality improvement

All employees are encouraged to embrace the concept of Continuous Quality Improvement (CQI) within the workplace. This will encourage creativity and innovation and identify and implement improved ways of doing things through this structured process.

Workplace Health and Safety

All employees have a duty under the *Workplace Health and Safety Act 2011* Section 28.

While at work all Winton Shire Council workers must:

- Take reasonable care for his or her own health and safety; and
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and

- Co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

Qualifications/Licences/Tickets required

Mandatory Requirements:

- Current First Aid and CPR certificate.
- Hold and maintain a class C drivers' licence.
- Clear Australian Federal Police Check.
- Positive Working with Children Blue Card.

Additional requirements and working conditions

- Community engagement skills.
- Time management skills with the ability to plan, prioritise and manage own work schedule and meet deadlines and commitments.
- Proven oral and written communication skills.
- Interpersonal skills with the ability handle conflict.
- Knowledge of community, community groups, social and welfare services and underlying principles of community work.
- Knowledge of funding arrangements of statutory and federal government organisations.
- Administration skills.
- Experience in a similar position.
- The Council Employee Code of Conduct applies to this position.

Statement of key responsibilities and duties

General

- Collaborate with community members on Services Australia initiatives.
- Liaise with other sections of the Council as required.
- Undertake continuous improvement methods.
- Carry out duties impartially and with integrity, with the overall aim of enhancing the reputation of Council.
- Deliver agreed outcomes on time and in accordance with best practice principles.
- Ensure effective communication of corporate decisions, policies and directions of staff.
- Assist customers in locating online resources related to payments and services.
- Support customers in establishing and accessing digital services.
- Produce documents and assist with their completion.
- Assist customers in scanning, copying, printing, and uploading documents.
- Verify identity documents.
- Engage Silver service as necessary.
- Keep signs in office in accordance with Service Australia requirements.
- Refer customers to other staff for emergency assistance.
- Complete Monthly data report for Services Australia and upload.

Key selection criteria

The applicant's suitability for this role will be assessed against the following competencies:

Selection Criteria 1

Proven capability to function efficiently as a Services Australia Administration professional, exhibiting compassion and empathy in all interactions.

Selection Criteria 2

Demonstrated organisational ability to manage Service Australia processes.

Selection Criteria 3

Demonstrated highly developed communication and interpersonal skills and experience in working with groups, families and children of all ages.

Other relevant information

- This position will be subject to a minimum probationary period of three (3) months. The applicant's employment will undergo a review at the end of the probationary period and a recommendation will be made to the Chief Executive Officer regarding permanent employment in the position.
- The selected applicant may be required to provide Winton Shire Council with a recent photograph of the person, at the time of the person's induction, for the purpose of creating a Winton Shire Council Employee Identity Card. Under (s138A) of the Queensland Local Government Act 2009 the employee has a legal obligation to hand any such identity card/s back to the employer within twenty-one days of termination of employment, unless the employee has a reasonable excuse.

In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.

Authorisation

(This section to be completed with the successful applicant upon completion of the recruitment process)

By signing this authorisation, the successful applicant acknowledges that they have read this Position Description and understand the responsibilities associated with the position.

I,

accept the position of **Services Australia Administrator Officer** with the Winton Shire Council and the details as outlined in the Position Description.

I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

Signature:

Date