

Position Description

Claims & Post Placement Support Specialist
– Youth Programs and Parent Next



Position Title:	Claims & Post Placement Support Specialist – Youth Programs and Parent Next
Business Unit:	Contracts, Claims and Compliance
Location:	Tamworth
Reports To:	Senior Leader Claims and Compliance
Direct Reports:	Nil
Parameters:	Permanent Fulltime, Award
Date Prepared:	5 th January 2021
Approved By:	Executive Leader People and Culture

Joblink Plus is a for purpose, not for profit organisation providing employment services and vocational training. Joblink Plus works directly with communities leading to employment opportunities with sustainable outcomes.

Our purpose is to believe in and support all people, connecting them to the dignity and fulfilment made possible through education and meaningful work.

Our principles help define the behaviours that characterise us and include. Connection, Support, Commitment, Knowledge, Belonging and Unity.

There is expectation that all those who engage with us will embrace our purpose and principles in their respective roles.

Purpose of the Position:

Provide appropriate support to employers and training organisations to maintain existing employment and education placements and develop future opportunities, whilst sourcing documentary evidence because of successful employer/stakeholder engagement to ensure claims can be processed in our specialised Youth and Parents Next Programs.

Position Responsibilities and Duties:

1. Submit all contractual claims to the Department in line with contractual requirements.
2. Ensure the correct documentary evidence is obtained and reviewed on an ongoing basis to ensure outcome meets requirements for claim purposes.
3. Provide advice and/or assistance to Program leaders and operational team members for claims and outcome related activities as required, problem solving issues to solution.
4. Identify and monitor claims compliance issues and trends and report to Program Leader.
5. Provide internal systems advice and support as required.
6. Complete data entry into organisational and agency systems in a timely and accurate manner as required.

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7. Keep abreast of contractual changes and trends and apply this knowledge to daily duties and responsibilities.
8. Participate effectively as a team member sharing knowledge and communicating openly to ensure continual improvement of the teams.
9. Make regular contact with employers who have employed our clients to track client progress, assist employers, referring any unresolved issues to the participants consultant.
10. Identify opportunities to utilise incentives for employer such as wage subsidies and implement where available in conjunction with participants consultant.
11. Regularly liaise with Consultants regarding placed participant progress.
12. Gather relevant evidence to support participants employment and education outcome claims, lodge claims and where necessary submit overrides in consultation with youth programs leader.
13. Maintain internal program trackers and databases to ensure appropriate contact is maintained and timely claims lodgement.
14. Monitor, review, and obtain relevant documentation for payment of Employer Incentives such as Wage subsidies.
15. Develop a comprehensive knowledge of all relevant program guidelines.
16. Build and maintain employer relationships and participate in marketing activities
17. Identify opportunities for performance improvement within specific programs to achieved internal outcome levels of excellence for the programs in addition to Contractual Outcome expectations.
18. Submit discrepancies and overrides as required in line with Government contractual requirements
19. Other duties as requested

General Responsibilities:

1. Demonstrate the Joblink Plus Purpose and Principles.
2. Conduct duties in accordance with Joblink Plus policies, procedures, and guidelines.
3. Shared commitment to a positive pursuit of safety; driven by active involvement in identifying hazards and controlling risks, following WHS policies and procedures.
4. Demonstrate empathy for people from diverse and disadvantaged backgrounds.
5. Minimise the company's exposure to risk.
6. Ensure consistent delivery of the highest level of customer service.
7. Deliver agreed outcomes, on time and in accordance with best practice principles.
8. Develop an organisation environment that values and rewards integrity, trust, and innovation.
9. Promote and implement the principles of personal accountability with relation to discrimination in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours, and actions.
10. Maintain confidentiality in all Joblink Plus operations.
11. Conduct all relevant administrative functions in a timely and accurate manner.

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Organisational Environment

The position will require the incumbent to work closely with Youth Program and Parents Next Leaders and Team members across all sites where these programs are delivered to create opportunities and achieve meaningful education or employment outcomes.

Essential Competencies

Skills and Knowledge	Written and verbal communication, able to build rapport and sustain working relationships. Ability to assist and support participants from a range of cultural and linguistic backgrounds, including young people and Indigenous people. Time management, able to multitask and meet strict deadlines. Problem solving & logical thinking. Sound judgement & decision making Accuracy and attention to detail Business development, marketing and networking capability Administration, reporting, computer applications, MS Office Suite Knowledge of local and regional services and programs and the local labour market Knowledge of privacy and confidentiality principles
Experience	Previous administration, call centre and marketing experience
Licences	Current C class drivers' licence Satisfactory Australian Criminal History Check Current and valid NSW Working with Children Check
Personal Qualities & Behavioural Traits	Ability to collaborate with others; understands the behaviour, needs and concerns of others and uses this to work effectively with people across boundaries Builds collaborative relationships with internal and external clients and stakeholders Excellent communication skills: listens to others and conveys information clearly, accurately, logically and concisely To be reliable and have a commitment to fulfil the position Ability to establish and maintain appropriate personal and professional boundaries Perseveres when faced with resistance; overcomes obstacles and maintains a positive attitude and stable performance under pressure

Desirable Attributes

Qualifications	Employment services, community services, youth or social sciences or willingness to obtain
Experience	Working with government contracts and guidelines, particularly in Employment and Disability Services Working in culturally secure ways with Indigenous Australians

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Other Matters

- The Position Description is not intended to be all inclusive. All employees are expected to undertake other tasks and perform other accountabilities and responsibilities reasonably required to meet the demands of the role and the purpose of the position.
- As a member of the Joblink Plus team, all employees may be required to perform other duties within their capabilities from time-to-time to meet the needs of Joblink Plus.

Organisational Structure



Acknowledgement:

I have reviewed and understand the content of the position description and believe it to be accurate of what I am employed to do.

I understand that Joblink Plus retains the right to change the position description as deemed necessary.

I will follow and adhere to my position description and the requirements of my position to the best of my ability.

acknowledge that I have read and discussed this position description and understand my duties and responsibilities.

Name

Signature

Date