

## Position Description

Claims and Post Placement Support – DES  
and Jobactive Specialist



<b>Position Title:</b>	Claims and Post Placement Support – DES and Jobactive Specialist
<b>Business Unit:</b>	Claims and Post Placement Support
<b>Location:</b>	Mayfield Office Servicing all Hunter sites
<b>Reports To:</b>	Senior Manager – Claims and Compliance
<b>Direct Reports:</b>	Nil
<b>Parameters:</b>	Award   Permanent   Full Time (38 hours/week) Award Classification: Training and Placement Coordinator
<b>Date Prepared:</b>	28 May 2020
<b>Approved By:</b>	Executive Leader Hunter and Central West 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.*

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### Purpose of the Position:

1. Provide appropriate support to employers to maintain existing employment placements and develop future employment opportunities, whilst sourcing documentary evidence as a result of successful employer engagement to ensure claims can be processed.
2. To advise, guide and support staff to achieve identified outcomes and contractual compliance within quality management systems.

### Position Responsibilities and Duties:

1. Submit contractual automated claims to the Department in line with contractual requirements.
2. To facilitate and process all DES claims in a timely manner working within the organisational and Departmental guidelines; whilst continuing with ongoing support for the Jobactive claims process.
3. Work in collaboration with the DES Program Manager to ensure all compliance and quality is met and maintained at all times.

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4. Review of rolling random DES samples for submission for Departmental scrutiny.
5. Provide advice and/or assistance to site managers and operational staff for claims and outcome related activities as required, problem solving issues to solution.
6. Identify and monitor claims compliance issues and trends and report to manager.
7. Provide internal systems advice and support as required.
8. Complete data entry into organisational and agency systems in a timely and accurate manner as required.
9. Keep abreast of contractual changes and trends, and apply this knowledge to daily duties and responsibilities.
10. Participate effectively as a Quality and Contract Support team member sharing knowledge and communicating openly to ensure continual improvement of the team.
11. Make regular phone contact with employers who have employed our clients to track client progress.
12. Regularly liaise with internal Job Placement Consultants regarding placed jobseeker progress.
13. Assist employers, referring any unresolved issues to the Jobseeker's case manager.
14. Gather relevant evidence to support client outcome claims, make claims and where necessary submit to central claims team for overrides to be completed.
15. Maintain post placement support spreadsheet and or 31 day diary to ensure appropriate contact is maintained and timely claims lodgement.
16. Monitor and schedule all Wage Subsidy payments in a timely manner.

### General Accountabilities:

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

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11. Maintain confidentiality in all Joblink Plus operations.
12. Develop and maintain solid working relationships with your Business Manager, team and stakeholders.
13. Conduct all relevant administrative functions in a timely and accurate manner.
14. Perform other duties as directed (within the skill range of the employee).

### Organisational Environment

This position is located at the Mayfield Officer, however, supports all of the Hunter region.

### Essential Competencies, Qualifications and Experience

<b>Skills &amp; Knowledge</b>	Written and verbal communication with the ability to build rapport and sustain working relationships Contractual compliance monitoring Time management, able to multitask and meet strict deadlines Research & analysis Problem solving & logical thinking Sound judgement & decision making Excellent attention to detail Process focused Administration, reporting, computer applications, MS Office Suite Government contracts and guidelines, specifically Employment and Disability Services and other related program contracts Internal auditing as applied to government contract compliance Privacy and confidentiality principles
<b>Experience</b>	Employment and/or Disability Employment services Working towards KPI's and/or targets Auditing
<b>Qualifications</b>	Current Australian C class drivers licence Satisfactory Australian Criminal History Check Current and valid NSW Working with Children Check
<b>Personal Qualities &amp; Behavioural Traits</b>	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

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	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
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### Desirable Competencies, Qualifications and Experience

Skills and Knowledge	
Experience	Contract management within Employment or Disability Services
Qualifications	Tertiary qualifications in Employment or Community Services
Personal Qualities & Behavioural Traits	

### 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.

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### 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