

Claims & Post Placement Support Specialist



Position Description (R194)

Role Title:	Claims & Post Placement Support Specialist
Business Unit:	Quality & Contract Support
Role Location:	All Locations
Role Reports To:	Senior Manager – Claims & Compliance
Direct Reports:	Nil
Award Classification:	Training & Placement Coordinator

Joblink Plus is an equal employment opportunity employer (EEO) and applications are encouraged from candidates of culturally and linguistically diverse backgrounds and Indigenous Australians.

Joblink Plus employees show understanding and empathy for people from culturally diverse and disadvantaged backgrounds.

The Joblink Plus purpose is to believe in and support all people, connecting them to the dignity and fulfillment made possible through education and meaningful work.

Purpose of the Role:

1. To advise, guide and support staff to achieve identified outcomes and contractual compliance within quality management systems.
2. 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.

Role Duties and Responsibilities:

1. Submit contractual automated claims to the Department in line with contractual requirements.
2. Provide advice and/or assistance to site managers and operational staff for claims and outcome related activities as required, problem solving issues to solution.
3. Identify and monitor claims compliance issues and trends and report to manager.
4. Provide internal systems advice and support as required.
5. Complete data entry into organisational and agency systems in a timely and accurate manner as required.
6. Keep abreast of contractual changes and trends, and apply this knowledge to daily duties and responsibilities.
7. Participate effectively as a Quality and Contract Support team member sharing knowledge and communicating openly to ensure continual improvement of the team.
8. Make regular phone contact with employers who have employed our clients to track client progress.
9. Regularly liaise with internal Job Placement Consultants regarding placed jobseeker progress.
10. Assist employers, referring any unresolved issues to the Jobseeker's case manager.

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11. Gather relevant evidence to support client outcome claims, make claims and where necessary submit to central claims team for overrides to be completed.
12. Maintain post placement support spreadsheet and or 31 day diary to ensure appropriate contact is maintained and timely claims lodgement.
13. Monitor and schedule all Wage Subsidy payments in a timely manner.

General Accountabilities:

1. Demonstrate the Joblink Plus Vision, Mission and Values.
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. Promote and implement the principles and practices of Equal Employment Opportunity (EEO) and Workplace Health & Safety (WHS).
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. Apply continuous improvement principles and practices to all aspects of operation.
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).

Essential Competencies

Skills	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		
Behavioural	Resilience	Teamwork Autonomy	Organised Professional

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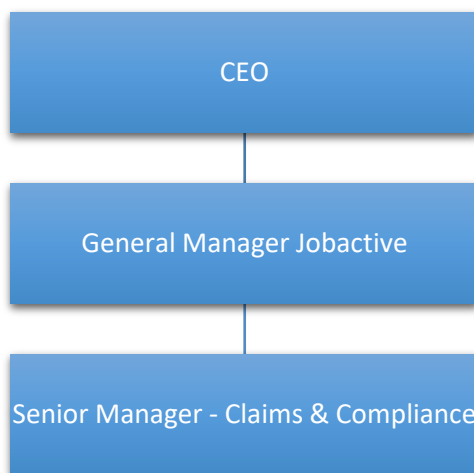
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	Empathy Integrity Initiative	Driven Leadership	Innovative Adaptable & Flexible
Knowledge	Government contracts and guidelines, specifically Employment and Disability Services and other related program contracts Internal auditing as applied to government contract compliance Privacy and confidentiality principles		
Experience	Employment and/or Disability Employment services Working towards KPI's and/or targets Auditing		
Licences	Current Australian Class C drivers licence		

Desirable Attributes

Qualifications	Tertiary qualifications in Employment or Community Services
Experience	Contract management within Employment or Disability Services

Positional Reporting Line



Acknowledgement:

I acknowledge that I have read and discussed this Role Overview and understand my duties and responsibilities.

Name

Signature

Date