

Role Title:	Community Activity Compliance & Support Specialist
Business Unit:	Employment Services
Role Location:	HO
Role Reports To:	Senior Manager - Work for the Dole, Business Manager
Direct Reports:	Nil
Award Classification:	Training and Placement Officer Grade 2

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

Purpose of the role:

1. Provide assistance in the Work for the Dole program to improve the performance of sites in collaboration with Community Activity Officers.
2. Support Regional Community Activity Officers by ensuring timely placement of eligible participants in suitable activities and their ongoing compliance in line with organisational and contractual requirements.

Role Duties and Responsibilities:

1. Keep abreast of contractual changes/trends and apply this knowledge to your day to day duties.
2. Provide advice and or assistance to Community Activity Officers and other operational personnel in relation to Work for the Dole reporting and compliance requirements.
3. Monitor contractual key performance indicators to ensure timely, accurate and effective feedback is provided.
4. Complete data entry into organisational and agency systems in a timely and accurate manner.
5. Review contractual compliance on all projects, ensuring site risk assessments and participant site inductions have been completed, returned recorded in the appropriate manner.
6. Work with site teams to meet requests for jobseekers commencement into an approved activity within required timeframes.
7. Work with staff to ensure Annual Activity Requirement hours are recorded in the department's data base and ensure evidence requirements are met.
8. Monitor jobseeker participation in Work for the Dole activities.
9. Provide a support service for JPC/CAO staff in sites regionally.
10. Liaise with consultants to identify employment opportunities and other issues as they arise.
11. Provide timely and accurate reports to management as required.

General Accountabilities:

1. Demonstrate the Joblink Plus Vision, Mission and Values.
 2. Conduct your duties following Joblink Plus policies, procedures and guidelines.
 3. Demonstrate empathy for 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 (WH&S).
 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 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).
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Essential Competencies

Skills	<p>Written and verbal communication, able to build rapport and sustain working relationships</p> <p>Networking and stakeholder engagement</p> <p>Ability to identify and initiate Work for the Dole opportunities</p> <p>Time management, able to multitask and meet strict deadlines</p> <p>Able to assist, support and empower jobseekers</p> <p>Research & analysis</p> <p>Sound judgement, problem solving & logical thinking</p> <p>Administration, reporting, computer applications, MS Office Suite</p>												
Behavioural	<table border="0"> <tr> <td>Resilience</td> <td>Teamwork</td> <td>Professional</td> </tr> <tr> <td>Empathy</td> <td>Autonomy</td> <td>Innovative</td> </tr> <tr> <td>Integrity</td> <td>Driven</td> <td>Adaptable</td> </tr> <tr> <td>Initiative</td> <td>Organised</td> <td></td> </tr> </table>	Resilience	Teamwork	Professional	Empathy	Autonomy	Innovative	Integrity	Driven	Adaptable	Initiative	Organised	
Resilience	Teamwork	Professional											
Empathy	Autonomy	Innovative											
Integrity	Driven	Adaptable											
Initiative	Organised												
Knowledge	<p>Barriers affecting jobseekers</p> <p>Local labour market</p> <p>Privacy and confidentiality principles</p>												
Experience	<p>Employment Services</p> <p>Meet set KPIs and/or targets</p>												
Licences	<p>Current Australian Class C drivers licence</p>												
Qualifications	<p>BSBWHS404 – Contribute to WHS hazard identification, risk assessment and risk control</p>												

Desirable Attributes

Qualifications	<p>Employment services, community services, youth or social sciences</p> <p>WHS White Card</p> <p>Current First Aid</p>
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Organisational Structure



Acknowledgement:

I acknowledge that I have read and discussed this role overview and understand my duties and responsibilities.

Name

Signature

Date