

## Position Description

(Claims & Employment Support Officer)  
Post Placement Support Tracking Specialist



<b>Position Title:</b>	(Claims & Employment Support Officer) Post Placement Support Tracking Specialist
<b>Business Unit:</b>	Contracts, Claims and Compliance
<b>Location:</b>	Mayfield
<b>Reports To:</b>	Team Leader Claims and Compliance
<b>Direct Reports:</b>	Nil
<b>Parameters:</b>	Award Permanent Full Time 38 hours per week
<b>Date Prepared:</b>	12 January 2021
<b>Approved By:</b>	Executive Leader Contracts, Claims and Compliance

*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:

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.

### Position Responsibilities and Duties:

1. Make regular phone contact with employers who have placed our clients to track client progress.
2. Regularly liaise with internal Job Placement Consultants and Managers regarding placed jobseeker progress.
3. Assist employers with placement needs and refer any unresolved issues to the Jobseeker's Job Placement Consultant.
4. Gather relevant evidence to support client outcome claims and submit to central claims team.
5. Maintain claims tracking system to ensure appropriate contact is maintained and timely claims lodgement.
6. Gain knowledge of local business operations and their recruitment requirements to allow for jobseeker referrals.
7. Provide timely and accurate reports as required.
8. Building employer relationships and participate in marketing activities.

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9. Work from varied office locations as requested to support Joblink staff in understanding Claims requirements.
10. 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. Promote and implement the principles of personal accountability with relation to discrimination and harassment in the workplace, accepting responsibility and answering for the outcomes of your choices, behaviours and actions

### Organisational Environment

This role is based in the Mayfield Office but will be supporting the Hunter and Central West footprint.

### Essential Competencies, Qualifications and Experience

<b>Skills &amp; Knowledge</b>	Written and verbal communication skills Ability to build rapport and sustain working relationships Business development, marketing and networking capability Time management and able to multitask and meet strict deadlines Accuracy and attention to detail Sound judgement, problem solving and logical thinking Administration, reporting, computer applications including MS Office Suite Knowledge of the local labour market Knowledge of Privacy and Confidentiality principles Knowledge of services and other related program contracts
<b>Experience</b>	Previous Administration, Call Centre or Marketing experience
<b>Qualifications</b>	Current 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

Experience	Previous experience in Government Contracts and Guidelines, specifically Employment and Disability Services.
Qualifications	Qualifications in Business or Employment Services

### 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.

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

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date