

Position Description

Work for the Dole Program Support Officer



Position Title:	Work for the Dole Program Support Officer
Business Unit:	Employment Services
Location:	Dubbo
Reports To:	Executive Leader Employment Services Contract and Compliance
Direct Reports:	Nil
Parameters:	Award, Permanent Full Time, 38 Hours per Week
Date Prepared:	3 November 2020
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:

To develop and manage the Work for the Dole activities and budgets working with Community Activity Officers and the Work for the Dole team, hosts and the Community, ensuring compliance to contracts, departmental guidelines and supporting organisation needs.

Position Responsibilities and Duties:

- Support the Community Activity Officers and the Work for the Dole team to ensure Departmental Guidelines and KPI's are met
- Conduct desktop audits of client files
- Gain an appropriate working knowledge of Joblink Plus systems and processes to proactively complete role requirements
- Keep abreast of contractual changes and trends and apply this knowledge to your day to day duties
- Coordinate and develop Work for the Dole activity logistics including schedules, resources, purchasing and budgets
- In partnership with Work for the Dole hosts and Community Activity Officers, assess and determine Work for the Dole activity requirements

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- Provide advice and/or assistance to Community Activity Officers and other operational personnel in the interpretation of the requirements for WFD activities
- Build a comprehensive knowledge of WFD to provide advice and support as and where required
- Action activities and acquittals in ESS Web as required by guidelines and organisational requirements
- Participate in quality internal auditing of contractual key performance indicators and report on progress/status to appropriate personnel
- Identify system issues and areas for continuous improvement through desktop monitoring
- Conduct relevant administrative and reporting functions as required in a timely and accurate manner
- Maintain records ensuring they are kept in accordance with established procedures, standards and contractual requirements
- Undertake any other activities as instructed by management including drop off and pick up of jobseekers for Work for the Dole activities
- Conduct desktop monitoring to identify compliance gaps, and report these to management
- Provide feedback to Quality Team as and where required and make recommendations on audit corrective action

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 position works across all Joblink Plus sites and regions supporting the Work for the Dole case load.

Essential Competencies, Qualifications and Experience

Skills & Knowledge	Developed written and verbal communication Ability to build rapport and sustain working relationships Networking and stakeholder engagement Ability to identify and initiate Work for the Dole opportunities Time management, able to multitask and meet strict deadlines Able to assist, support and empower jobseekers Ability to conduct research and analysis and present in a clear and concise manner Sound judgement, problem solving and logical thinking
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	High level of data accuracy and reporting Administration, reporting, computer applications, MS Office Suite
Experience	Prior experience working within the Employment Services sector Experience in meeting set KPI's and/or targets
Qualifications	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 Competencies, Qualifications and Experience

Skills and Knowledge	
Experience	
Qualifications	Qualifications in Employment Services, Community Services, Youth or Social Sciences WHS White Card Current First Aid Certificate WHS Hazard Identification, Risk Assessment and Risk Control
Personal Qualities & Behavioural Traits	

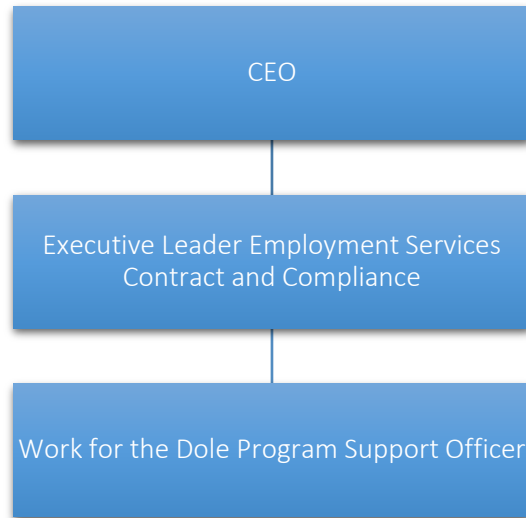
Other Matters

- 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.

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

Name

Signature

Date