

## POSITION DESCRIPTION

1. POSITION DETAILS			
<b>Position Title</b>	CDP Administration Support Officer	<b>Designation &amp; Classification Level</b>	RGRC Level 4
<b>Position No</b>	2008	<b>Division</b>	Corporate Services & Sustainability
<b>Business Unit</b>	Community Development Programme	<b>Reports To</b>	CDP Senior Compliance Coordinator
<b>Location</b>	Katherine	<b>Date Created</b>	June 2020
		<b>Date Approved</b>	June 2020
2. POSITION CONTEXT			
<b>Position Summary/Purpose</b>	Provide administrative support to enable optimal delivery of the CDP contract.		
3. KEY RESPONSIBILITIES			
<ul style="list-style-type: none"> <li>• Customer service duties including reception duties, answering the telephone, filing, data entry.</li> <li>• Provide administrative support to allocated communities/regions such as but not limited to ID's, White card, Ochre card, Licences to address employment barriers.</li> <li>• Obtain quotes for supplies.</li> <li>• Create purchase requisitions.</li> <li>• Electronic filing of Job Seeker details.</li> <li>• Other reasonable duties as directed by the CDP Senior Compliance Coordinator or CDP Management.</li> <li>• 100% of Eligible Job Seeker non-attendance is actioned in the IT system on the same day.</li> <li>• If no Valid Reason or Reasonable Excuse for Eligible Job Seeker non-attendance exists, 100% of Provider Attendance Reports and Non-Attendance Reports are submitted to DHS within 2 business days of non-attendance by Eligible Job Seeker.</li> <li>• Where appropriate, reconnection appointments are scheduled within 2 days of contacts with Job Seekers being made.</li> <li>• Gain a working knowledge of the CDP contract.</li> <li>• Eligible job seeker records are up-to-date and kept well.</li> <li>• IT records are up-to-date and all actions or categorisations are appropriate.</li> <li>• Ensure records and information are stored appropriately to ensure confidentiality and are maintained in accordance with legislative requirements.</li> <li>• Participate in on-the-job training as required.</li> <li>• Engage with the local community to deliver job seeker services that are culturally, socially and environmentally appropriate.</li> <li>• Interact with job seekers to foster professional, respectful relationships.</li> <li>• Collaborate effectively with all departments of the Roper Gulf Regional Council and other stakeholders to optimise outcomes for job seekers, employers and the local community.</li> <li>• Establish and maintain positive and effective working relationships with employers and other stakeholders.</li> </ul> <p><b>In accordance with the requirements of the Work Health and Safety Act (National Uniform Legislation) 2012:</b></p> <ul style="list-style-type: none"> <li>• Acquire and keep up-to-date knowledge of WHS matters.</li> <li>• Proactively raise WHS issues and ensure WHS matters are considered at regular staff meetings.</li> <li>• Gain an understanding of the nature of the hazards and risks associated with operations relevant to the business unit.</li> <li>• Be aware of and make use of hazard, incident and risk reporting systems.</li> <li>• Participate in work, health and safety training relevant to workplace activities.</li> <li>• Ensure use of protective equipment (where required), uniforms, and equipment which is fit for purpose.</li> </ul>			

**4. SELECTION CRITERIA**

**ESSENTIAL**

- Ability to contribute to the completion of tasks in a team environment.
- Well-developed interpersonal and customer service skills.
- Demonstrated skills in the use of Microsoft Office applications and other business systems.
- Ability to develop positive, collaborative working relationships with a range of stakeholders
- Demonstrated ability to communicate effectively and sensitively with Indigenous people.
- Demonstrated experience or awareness of issues affecting people in remote Indigenous communities.
- Ability to identify hazards, report incidents and maintain a safe workplace.
- Ability to operate 4 x 4 vehicle and drive on unsealed roads
- Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT
- Current Northern Territory Manual "C" Class Drivers Licence or ability to obtain
- Able to meet the inherent requirements of the position both physically and mentally.
- Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
- Undertake a new Criminal History Check prior to commencement of employment and renew your Criminal History Check every three (3) years, or as per the Criminal History Check Policy.

**DESIRABLE**

- Previous administration support experience

**5. ACKNOWLEDGEMENT**

<b>CEO/GENERAL MANAGER</b>		<b>Date:</b>	<b>Signature:</b>
<b>Employee Name</b>		<b>Date:</b>	<b>Signature:</b>