

POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	CDP Compliance Officer	Designation and Classification Level	RGRC Level 5
Position No	1053, 2008, 2130	Division	Corporate Services & Sustainability
Business Unit	Community Development Programme	Reports To	CDP Senior Compliance Coordinator
Location	Katherine	Date Created	November 2021
2. POSITION CONTEXT			
Position Summary/Purpose	<ul style="list-style-type: none"> • Provide administrative and data entry support to enable optimal delivery of the CDP contract. • Monitor compliance systems procedures and provide senior administrative support to enable optimal delivery performance of the CDP contract. • Major role in implementing and managing a financially sustainable delivery model for the CDP to ensure contractual compliance and quality outcomes on community and for all stakeholders. • Achieve targets and key performance indicators to maintain a financially sustainable delivery model for the CDP Program. • Ensure contractual compliance and quality outcomes on community for provider and stakeholders. 		
3. KEY RESPONSIBILITIES			
<p>1. Service Delivery, Planning and Monitoring</p> <ul style="list-style-type: none"> • Gain and maintain a working knowledge of the CDP contract. • Engage with the local CDP Sites to deliver job seeker services that are culturally, socially and environmentally appropriate. • Customer service duties including reception duties, answering the telephone, filing and strong data entry. • Interact with job seekers to foster professional, trusting and respectful relationships. • Ensure that the quality of job seeker IT records are up-to-date and all actions or categorisations are appropriate and maintained in accordance with the Provider Contract and Council's legislative requirements. • Provide administrative support to allocated communities/regions such as but not limited to ID's, White card, Ochre card, Licences to address employment barriers. • Monitor, prepare, report and contribute against key performance indicators including but not limited to the NIAA bi-annual Provider Performance Reporting Period. • Obtain quotes for supplies and possibly create purchase requisitions/orders using Technology One Enterprise Suite. • Where appropriate, reconnection appointments are scheduled within 2 days of contacts with Job Seekers being made. • Ensure that 100% of Eligible Job Seeker attendance and non-attendance data is actioned with relevant comments in the ECSN Database IT system on the same day. • 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 Services Australia as per Mutual Obligation Requirements for Eligible Job Seeker. • Other reasonable duties as directed by the CDP Senior Compliance Coordinator and CDP Management. <p>2. Organisational Sustainability</p> <ul style="list-style-type: none"> • Monitor CDP portal updates and advise remote staff of changes. • Monitor weekly performance reports and take appropriate corrective action. • Conduct and assist with remote site audits. • Educate and support remote CDP delivery staff around how to maintain compliant job seeker records. • Ensure outcome payment claims are processed in a timely and accurate manner. • Maintain the processed claims records system to ensure appropriate authorisation and documentation is managed accordingly. • Collaborate effectively with all departments of the Roper Gulf Regional Council and other stakeholders to optimise positive outcomes for job seekers, employers and the local community. 			

3. Quality and Continuous Improvement

- Attend staff meetings.
- Participate in on-the-job training as required.
- Demonstrate knowledge and competence to identify hazards, report incidents and maintain a safe workplace.

4. Work Health and Safety (WHS)

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work-related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
 - Correct minor hazards as applicable.

4. SELECTION CRITERIA

ESSENTIAL

1. Post-secondary qualification in Business Administration, Employment Services or similar discipline, or extensive experience in the employment services industry.
2. Demonstrated ability to analyse contracts, policies, procedures or legislation to solve problems or respond to enquiries.
3. Demonstrated organisational skills to coordinate and balance tasks efficiently in a team environment to achieve key performance indicators and operational targets.
4. Demonstrated well-developed interpersonal skills, including the ability to mentor colleagues and negotiate between parties to effectively resolve or avoid problems.
5. Excellent written communication skills with the ability to write standard correspondence, reports, submissions and proposals that require original content.
6. Demonstrated skills in the use of Microsoft Office applications and electronic document records management systems.
7. Ability to develop positive and collaborative working relationships with a range of stakeholders.
8. Demonstrated ability to communicate effectively and sensitively with Indigenous people.
9. Demonstrated experience or awareness of issues affecting people in remote Indigenous communities.

DESIRABLE

1. Experience in manual 4x4 driving on unsealed roads to remote locations in sole situations.

MANDATORY REQUIREMENTS


1. Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
2. Current Criminal History Check (issued within three (3) months) or undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy.
3. Current Northern Territory "C" Class Drivers Licence with manual driving capacity.

4. Current 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.

TRAVEL REQUIREMENTS

This position is based in Katherine and you may be required to travel and work in remote communities, including overnight stays, in the Roper Gulf Regional Council area.

5. ACKNOWLEDGEMENT

GENERAL MANAGER	DAVE HERON	Date Approved: 8/9/2022	Signature: 
Employee Name		Date:	Signature: