

Position Description

Work Experience Administration Support Officer – Job Services Australia

KARINGAL MISSION

To provide quality services that improve the lives of individuals

Karingal is a community service organisation which is committed to providing services that enhance the lives of individuals. Our team takes pride in proactively supporting people with disabilities, disadvantages and those who are aged, to live full and active lives. We have services in Metropolitan Melbourne and Regional areas in Victoria.

DIVISION DESCRIPTION

MatchWorks provides a range of employment and related services to job seekers from 19 sites across Greater Geelong, Metropolitan Melbourne, Greater Bendigo and the Hampden region. These services include Job Services Australia, Disability Employment Services (DES).

BRANCH DESCRIPTION

Job Services Australia helps eligible job seekers by providing individually tailored assistance to develop pathways into sustainable employment.

Position Specifics

Position objective:	To maintain accurate records with reference to Key Responsibilities. To provide efficient servicing of Branch requests in relation to Key Responsibilities and to provide administrative support to the MatchWorks Work Experience Team.
Reports To:	Work Experience Manager
Division:	MatchWorks
Branch:	Job Services Australia (JSA)
Primary Location:	Geelong
Employment status (F/T, P/T):	Full time
Probation:	All positions are offered with 6 month probation period.
Classification & conditions:	Karingal Collective Agreement: MatchWorks Operational Staff Structure
Remuneration:	Wages will be negotiated commensurate with experience and qualifications. An attractive salary package will be offered which includes access to salary packaging provisions. Superannuation is paid at 9%

Position Responsibilities & Duties

General

- Ability to relate to people from a wide range of backgrounds in an empathetic manner
- A high level of interpersonal and written communication skills
- Well-organised approach to providing Work Experience administration support to Work Experience Manager, Work Experience Project Officers, Employment Consultant, Job Services Australia sites.
- Coordinating multiple Work Experience projects simultaneously and productively
- Superior self-management skills, including record keeping and performance analysis
- Conduct all interactions with a high level of customer service
- Ensure results from audits are indicative of internal and external processes and requirements
- Application of Karingal and MatchWorks policies

Position Specific

- Well organised approach to organising daily tasks
- Prompt and accurate data entry processing for Work for the Dole activities, jobseekers referrals
- Timesheets, placement availability, participant information sheets, police checks, internal WEATS database.

Communication

- High level verbal, written and listening communication skills
- The main internal interaction will be with all MatchWorks and Karingal staff.
- The main external interaction will be with Host organisations and site supervisors

Documentation

- Superior self management skills including timely updating of records
- Maintain referral numbers, placement availability, current participation records, anniversary dates
- Create and update performance reports and graphs using M.S. Excel for Regional and Work Experience Manager

Other duties as directed by manager or supervisor

Measurable Results & Outcomes

- Customer Service
 - Provide a high level of customer services to all MatchWorks and Karingal staff and all external customers
- Administration
 - Maintain accurate records and act as liaison between Karingal HR, MW Staff
 - Process branch jobseekers referrals, timesheets, placement availability, participant information sheets, police checks, internal WEATS database.
 - Ensure new jobseekers have timesheets on work for the dole activities.
- ESS
 - Enter new jobseekers referral into Work Experience activity electronically for Matchworks services in accordance with Job Services Australia requirements
 - Submit commencement for jobseeker in a timely manner.
 - Accurately input compliance 8 week non payment period
 - Accurately update WEAR box once jobseeker completed work experience phase using the ESS system.
- Reports and Audits
 - Ensure results from audits are indicative of internal and external processes and requirements
 - Create and update performance reports and graphs using M.S. Excel for Regional and Work Experience Managers in a timely manner.
- General
 - Demonstrated compliance with all Karingal and MatchWorks policy, procedure and work instructions
 - Completion of general position responsibilities to a high standard

Key Selection Criteria & Skills/Attributes

Essential:	<ul style="list-style-type: none"> • Efficient Administrative skills and accurate data entry and typing skills. • Competence in the use of Microsoft Word/ Excel, e-mail, Internet. • Proven attention to detail and accuracy. • Interpersonal and written communication skills including the ability to construct spreadsheets. • Proven ability to accurately record and retrieve information using a database system. • Customer service skills, including telephone manner • Proven time management skills • Completion of Police Check
Desirable:	<ul style="list-style-type: none"> • Previous experience in a diverse business environment. • Proven ability to work as a member of a team to accomplish tasks • Demonstrated ability to contribute ideas to improving work quality and performance. • A current Victorian drivers licence

Application Details

Application instructions:	<p>Please send applications including cover letter and current resume to Karingal via email or post as below.</p> <p>Late applications will not be accepted.</p>		
Email:	workwithus@matchworks.com.au	Postal address:	Recruitment Officer MatchWorks Level 1/22 Malop St Geelong 3220
Contact person:	Nikki Brogan Recruitment Officer MatchWorks (03) 5229 8733		
Closing date:			

“Karingal is an Equal Opportunity Employer; values diversity and encourages applications from Indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds”.

■
 Please visit our website for more information: www.karingal.org.au