

POSITION DESCRIPTION

POSITION DETAILS	
Position Title	Central Support Officer
Classification	Level 4/ Band 1-6
Department/Division	Employment Services
Reports to (position title)	Manager – Central Support

OUR VISION & PURPOSE
<p>Our Vision: To improve the lives of those in need.</p> <p>Our Purpose: To improve individual life outcomes by providing support, education, opportunity, and guidance that will lead to the alleviation of poverty or distress (including sickness, disability, destitution, suffering, misfortune, or helplessness) for those we help.</p> <p style="text-align: center;">Helping People Addressing Needs Improving Lives</p>

ORGANISATIONAL INFORMATION
<p>MADEC is a successful not for profit and charitable organisation, with a proud 50+ year history of providing relief to people experiencing poverty and/or distress.</p> <p>We do this through our business areas:</p> <ul style="list-style-type: none"> ▪ Employment Services; ▪ Education and Training; ▪ Labour Hire and PALM Scheme; and ▪ Indigenous Programs. <p>We recognise the importance of self-worth and self-fulfilment and we recognise that those who are, or may be, disadvantaged, need and deserve our help.</p> <p>Employment Services Working in accordance with the guidelines set down by the Government, this division is focused on improving the lives of people on income support experiencing disadvantage by connecting them with the assistance they need to journey into meaningful and sustainable employment. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, referral to support services, sourcing work opportunities via labour hire or by partnering with business and industry stakeholders to secure sustainable work options for them.</p> <p>Education and Training MADEC is a Nationally Registered Training Organisation (RTO) delivering vocational and non-vocational courses, primarily in Victoria and South Australia. We hold agreements with both States to deliver subsidised training and provide a wide range of skills training across a range of industry areas, improving the lives of people by creating employment opportunity through education and training.</p> <p>Labour Hire and PALM Scheme</p>

MADEC has a long history of providing labour solutions to a range of industries such as Agriculture, Horticulture, Viticulture, Warehousing, Food Processing, Cleaning, Hospitality and more. We have large pools of job ready candidates across our regions, ready to meet the labour needs of employers at any time and support all administrative processes such as recruitment, selection, onboarding, training, payroll and much more.

MADEC is also an approved employer under the Pacific Australia Labour Mobility (PALM) Scheme an initiative of the Australian Government. This program provides relief to people experiencing poverty and disadvantage from Pacific Island countries and Timor-Leste, by providing employment opportunities with Australian employers in selected industries/sectors.

The scheme also has the dual benefit of providing employers with a reliable return workforce sourced to assist in meeting unmet labour demands, when there is not enough local Australian labour to meet seasonal demand.

Indigenous Programs

MADEC holds agreements with the Australia Government to deliver services that improve the lives of Indigenous People by:

- Creating linkages with support organisations to address barriers improving the lives of Indigenous people.
- Providing scholarship and other support to secondary school students experiencing disadvantage.

POSITION PURPOSE

To deliver the support functions of the employment services division, ensuring contractual and organisational requirements are met. To provide Central Support to on ground staff through conducting a range of quality assurance activities, contributing to the overall development and performance of staff. To be sound in both knowledge and adherence to guidelines, policies and procedures and therefore in all communication and conduct at all times. To provide digital servicing support to Participants as required.

Direct Reports to this Role	Total Number of Reports
<i>Nil</i>	<i>Nil</i>

KEY RELATIONSHIPS

Internal	Employment Services staff Education and Training staff Central Support staff
External	Participants Employers Services Australia Training providers Relevant department agencies Support Service providers

KEY RESPONSIBILITIES / DUTIES
<p>Undertake the support functions of the employment services division ensuring contractual and organisational requirements are met for and not limited to;</p> <ul style="list-style-type: none"> • Quality of Service - Participants • Quality Assessment of Job Search • Tailored Servicing - PBAS • Employment Fund • Assurance Activities; Quality Assurance Framework, Continuous Assessment of Payment Integrity (CAPI) • Continuous improvement
<p>Ensure compliance standards are met through assurance activities, minimising financial loss and ensuring high standards of compliance (Manage MADECs Compliance Indicator);</p> <ul style="list-style-type: none"> • Complete organisation level audits on service model deliverables • Complete audits in contractual compliance • Coordinate documentary evidence including undertaking a final review to guidelines prior to submission • Suggest areas for organisational process improvements and retain a solution focussed approach
<p>Ensure procedures and resources comply with contractual guidelines and enable achievement of performance objectives;</p> <ul style="list-style-type: none"> • Monitor adherence to compliance standards • Collaborate with site staff to identify areas of improvement • Support site staff to ensure best practice is consistently applied to achieve outcomes • Remaining updated on all Department updates
Daily monitoring of the Provider Portal for guidelines and instruction updates.
Contribute to drafting/ updating procedures and/ or Work Instructions, where requested.
Contribute to the development of learning and training materials for staff.
Undertake quality assurance activities such as file audits to assist in identifying staff and/or site-specific gaps and opportunities in service, performance and compliance to policies and procedures.
Liaise and build relationships with internal MADEC staff in a professional way, ensuring the Central Team is positively represented at all times.
Provide information on operational and performance matters that may be requested.
Actively contribute to the effective presentation of MADEC and all of its services.
Complete all participant files entries in an accurate, timely and factual manner in line with MADEC Quality Standards.
Ensure consistent application of MADEC policies and procedures and department guidelines.
Ensure at all times, any communication delivered to site staff, is factual and in line with instruction given and/or guidelines, policies and procedures.
Facilitate staff and/ or participant training sessions where required.
Respond to ad hoc requests from Manager in line with business needs.
As required, provide digital servicing support to Participants using technology such as zoom, email and telephone.
As required, provide targeted online and telephone-based support and advice to at risk participants, to ensure their monthly Points Based Activation System (BPAS) requirements are achieved.
As required, maintain and update information systems, including participant files which reflect all servicing activities undertaken.

CORPORATE RESPONSIBILITIES
Contribute to the achievement of the goals as outlined in the Strategic Plan and the overall objectives of the organisation.

Read, understand and comply with all policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the MADEC's Code of Conduct
Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.
Participate in the Continuous Improvement of the Integrated Management System by assisting with identifying, correcting, monitoring and evaluating activities to improve internal and external customer service.
Participate in managing and complying with injury management practices with the aim of early return to work in all cases.

QUALIFICATIONS AND EXPERIENCE:

	Essential	Desirable
Qualifications:	Working with Children (VIC) or DCSI child-related employment screening (SA)	Certificate IV in Employment Services
Employment Screening:	National Police Check Working with Children Check (or state/territory equivalent)	
Experience:	Sound digital literacy Highly developed customer relationship skills and emotional intelligence Ability to handle difficult situations and conflict Well displayed skills in Microsoft Office programs such as Word, Excel and Outlook KPI/performance target background	Demonstrated success in assisting people find work that may have low motivation and skills Knowledge of local labour markets and national employment trends Relevant legislation including Privacy Act
Skills:	Demonstrated strength in the use of Microsoft Office applications, particularly Tams, Word, Excel and Outlook and digital media such as zoom Local labour market knowledge Knowledge of local support services Ability to effectively work with diverse range of clients (youth, disability, indigenous, mature age) Proactive approach and willingness to assist others High level interpersonal and communication skills Strong organisational and time management skills	

COMPETENCIES <i>All employees must:</i>	
Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.</p>
Accountability	<p>Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.</p>
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure our internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</p>
Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>
Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>

At MADEC We Value

At MADEC, our culture is one that welcomes all and embraces diversity and is consistent with our Vision, Purpose and Values Framework.

- Empathy**

We are understanding and compassionate.
- Genuine**

We are true to ourselves and others
- Ethical**

We do what is right, just, and fair.
- Passionate**

We are committed to making a difference.
- Responsible**

We own our actions.

Employee acknowledgement of Position Description:

Employee Name:		Signature:		Date:	/ /
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NB - Employee acknowledgment of their position description may occur via MADEC Connect.