**Job Description Form**

**Case Support Officer**

**Position Details**

**Position Number:** Generic

**Classification:** Level 2

**Award / Agreement:** PSA 1992 / PSCSAA 2021

**Organisational Unit:** Community Services / Service Delivery / District Office

**Location:** Various

**Classification Date:**

**Effective Date:** May 2022

**Reporting Relationships**

**This position reports to:**

Team Leader, Specified Callings Level 3

**Positions Under Direct Supervision:**

This position has no subordinates.

**About the Department**

The Department of Communities is Western Australia’s major human services department that brings together vital services and functions that support individual, family and community wellbeing.

Working closely with our partners across government and the community services sector, our areas of responsibility include disability services; child protection; housing; homelessness; women’s interests; community services; prevention of family and domestic violence; seniors and ageing; and volunteering. We also lead the State’s social recovery, following challenges presented by the COVID-19 pandemic.

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**Role Statement**

This position is responsible for:

* Contributing to the effective management of case work in the District by providing direct case support and administrative assistance to designated case management teams.
* Providing general administrative services and assistance with client’s queries relating to casework matters that is accurate, efficient, professionally helpful and consistent with legislative and procedural requirements.
* Effectively participating in on-the-job learning and development activities.

**Duties and Responsibilities**

**1. Case Support**

1.1 Contributes to the effective management of case work in the District by:

* Providing the case management teams with direct support in terms of case related tasks;
* Assisting the case manager to collect, record and analyse client information;
* Undertaking data entry and maintaining all related client and administration files and spreadsheets as directed;
* Supporting the case manager to provide general administrative services in accordance with the case plan;
* Providing information to clients relating to casework matters under direction from case managers;
* Liaising with and providing information to government and non-government agencies in relation to client needs as directed by case managers or team leaders;
* Providing administrative support at Care Plan and Signs of Safety meetings as required;
* Coordinating and scheduling client contact visits.

**2. Administrative Support**

2.1 Provides quality administrative support to casework teams and district as required including:

* Providing assistance in the maintenance of district and team information systems, including Viewpoint;
* Providing assistance in the preparation and checking of case support forms and processes relating to Human Resources and/or Finance;
* Preparing and distributing of correspondence as required;
* Providing assistance with client payment options, including payment of accounts;
* Assisting managers and team leaders in the preparation and processing of case support contractors commencements and cessations in liaison with the District Administration/Support Officer;
* Assisting with providing workplace induction on local administrative and other processes for field staff.

**3. Other**

3.1 Participates in structured workplace learning as part of an approved course of study leading to a recognised qualification pathway as outlined in the People Development Framework.

3.2 Actively participates in on-the-job and other learning and development activities provided throughout the course of employment as part of ongoing professional development.

3.3 Participates in Emergency Management and Response duties as required.

3.4 Undertakes other duties as required from time to time.

**4. Corporate Responsibilities**

4.1 Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.

4.2 Actively participates in the Communities performance development process and pursues professional development opportunities.

4.3 Undertakes other duties as required.

**Essential Work-Related Requirements (Selection Criteria)**

1. Demonstrated organisational and planning skills with the ability to manage conflicting priorities.

2. Demonstrated interpersonal, verbal and written communication skills including the ability to professionally and effectively interact with a diverse range of clients.

3. Demonstrated experience in providing administrative support and client services in a team environment.

4. Demonstrated experience in the use of computerised management information systems including database, spread sheet and word processing software.

5. Commitment to personal professional development.

**Desirable Work-Related Requirements (Selection Criteria)**

1. The equivalent or higher Certificate III or IV in Community Services Work.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance as conducted by the Department.

2. Appointment is subject to a satisfactory Departmental Record Check.

3. Appointment is subject to a satisfactory Working with Children (WWC) Check.

**Job Description Form**

**District Administration Officer**

**Position Details**

**Position Number:** Generic

**Classification:** Level 3

**Award / Agreement:** PSA 1992 / PSCSAA 2021

**Organisational Unit:** Community Services / Service Delivery / District Office

**Location:** Various

**Classification Date:**

**Effective Date:** April 2022

**Reporting Relationships**

**This position reports to:**

Business Manager, Level 5

**Positions Under Direct Supervision:**

This position has no subordinates.

**About the Department**

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**Role Statement**

The District Administration Officer under the guidance of the Business Manager is responsible for:

* Developing and maintaining quality administrative services to the District Office.
* Providing and ensuring quality assurance at District level through financial analysis.
* Supporting the efficient operations of the District by facilitating the induction of staff into the district.
* Undertaking projects and providing an executive support to the District Director.
* Facilitating the development and maintenance of quality information management and technology systems for the District.

**Duties and Responsibilities**

**1. Administration**

1.1 Develops and provides quality administrative services to the District Office as required.

1.2 Participates in the development of local district based operation support systems consistent with corporate requirements.

1.3 Supports the efficient operations of the District administrative services.

**2. Finance**

2.1 Responsible for the process of purchasing and accounts payment through the financial management system and Corporate Credit Card, in accordance with the department’s Administration Manual entries.

2.2 Liaises with creditors on various enquiries, attends to enquiries for staff and other clients concerning purchases and accounts processed for payment.

2.3 Assists with budget monitoring.

2.4 Responsible for petty cash and banking of monies and performs the role of Incurring Officer.

2.5 Ensures monthly acquittal and filing of accounting batches in relation to Credit Card and client payments is undertaken.

**3. Human Resources**

3.1 Supports the Business Manager in Human Resource planning and FTE/Salary management.

3.2 Responsible for the preparation and quality control of all Human Resource forms including Workers Compensation, overtime/TOIL and time sheets.

3.3 Facilitates the induction of newly appointed staff into the district in relation to personal accommodation, salary, office accommodation and equipment, criminal records clearances and other HR related matters as necessary.

**4. Government Regional Officers Housing (Country Services)**

4.1 Assists in managing Government Regional Officers Housing (GROH) for staff within the district.

4.2 Processes staff applications for GROH and rental deductions and adjustments.

4.3 Assists in liaising with regional GROH officers in relation to GROH issues.

**5. Physical Resources**

5.1 Responsible for the effective operation and maintenance of the Districts vehicle fleet.

5.2 Responsible for the maintenance and security of property and assets including liaison with local building management.

5.3 Undertakes certifications, transfers, maintenance and registration of all equipment and asset management.

5.4 Provides information to the Business Manager in relation to minor and capital works.

**6. Projects**

6.1 Undertakes projects as directed by the District Director and Business Manager.

6.2 Provides executive support to internal and external committees as directed by the District Director.

**7. Document Management**

7.1 Responsible for ensuring all source documents related to client files are managed as prescribed in the Administration Manual and the maintenance of day files as per the department’s approved retention and disposal schedule.

7.2 Assists in the management of administrative physical and virtual files created in line with the department’s file plan.

**8. Other**

8.1 Ensures a quality customer service is always provided.

8.2 Participates in Emergency Management and Response duties as required.

8.3 Provides assistance for staff in local IT problems in hardware and software applications.

**9. Corporate Responsibilities**

9.1 Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.

9.2 Actively participates in the Communities performance development process and pursues professional development opportunities.

9.3 Undertakes other duties as required.

**Essential Work-Related Requirements (Selection Criteria)**

1. Demonstrated knowledge and experience in financial analysis, human resource management, and information management, as well as knowledge and understanding of applicable legislation.

2. Demonstrated organisational skills, including the ability to manage conflicting priorities and deadlines and work with minimal supervision.

3. Demonstrated analytical, computer and problem solving skills in relation to administration issues.

4. Effective interpersonal and written communication skills, including the ability to provide a professional customer service.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance.

2. Appointment is subject to a satisfactory Working with Children (WWC) Check.

3. Appointment is subject to a satisfactory Departmental Record Check.

4. Possession of a current Western Australian 'C' or 'C-A' Class Driver’s Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time to time production of the licence may be required upon request by the Department.

**Job Description Form**

**Business Support Officer**

**Position Details**

**Position Number:**  Generic

**Classification:**  Level 3

**Award / Agreement:**  PSA 1992 / PSCSAA 2021

**Organisational Unit:** Governance, Integrity and Reform / Information Services

**Location:** Perth Metropolitan Area

**Classification Date:**

**Effective Date:** June 2022

**Reporting Relationships**

**This position reports to:**

Management Officer, 009805, Level 5

**Positions Under Direct Supervision:**

This position has no subordinates.

**About the Department**

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**Role Statement**

This position is responsible for administrative support to the Information Services Directorate. The Business Support Officer assists with the arrangement/conduct of internal and external meetings/workshops. This role provides a high-quality service and advice that is proactive, and solution focussed while maintaining a customer focus. This officer assists with monitoring and preparation of human, financial and physical resource usage and management reports.

**Duties and Responsibilities**

**1. Planning**

1.1 Plans workload, consistent with the administrative and executive support demands and priorities of the work unit.

**2. Business Services**

2.1 Assists with the management of the Directorates information management systems in relation to records management and information technology.

2.2 Contributes to the provision of quality administrative functions to achieve timely and accurate reporting, minimisation of risk by compliance with human, financial and physical resource management and cost-effective outputs.

2.3 Responsible for the processing of account payments, through the financial management system in accordance with Departmental and Government policies.

**3. Financial Management**

3.1 Assists in the preparation of monthly cash flow forecasting for the Executive Director (CIO), and Directors.

3.2 Assists with the monitoring and preparation of human, financial and physical resource usage and management reports for the Chief Information Officer and Directors.

**4.** **Executive Support**

4.1 Assists the Information Services Executive in the provision of Executive support.

4.2 Prepares meeting agenda and papers, liaising with relevant internal and external parties as required.

4.3 Coordinates and arranges the activities/meetings of relevant stakeholders.

4.4 Undertakes research and prepares reports as required.

**5. Other**

5.1 Participates in Emergency Management and Response duties as required.

**6. Corporate Responsibilities**

6.1 Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.

6.2 Actively participates in the Communities performance development process and pursues professional and personal development opportunities.

6.3 Undertakes other duties as required.

**Essential Work-Related Requirements (Selection Criteria)**

1. Demonstrated knowledge and experience in financial analysis, human resource management, and information management as well as knowledge and understanding of applicable legislation.

2. Demonstrated organisational skills, including the ability to manage conflicting priorities and deadlines and work with minimal supervision.

3. Demonstrated skills utilising various Microsoft Office applications.

4. Effective interpersonal and written communication skills, including the ability to provide a professional customer service.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance as conducted by the Department.