



Nimbin Neighbourhood and Information Centre Inc (NNIC)

Casual Relief Services Australia (Centrelink Agency) Staff

NNIC seeks suitably qualified and experienced people to join our Casual Relief Centrelink Agency staff pool. This is a casual position, to provide relief for our permanent staff when on leave. SCHCADS Level 2.

Applicants **MUST** address the **selection criteria** in the Job Kit, available from Nimbin Neighbourhood and Info Centre at 71 Cullen St, Nimbin, (02) 6689 1692 from 10-00 am til 4-00 pm Monday to Friday, or on our website: www.nnic.org.au

Applications close: **Friday 4th February 2022.**

NNIC is an EEO employer. ATSI applicants are encouraged to apply. Successful applicants will be required to undergo the Working with Children and relevant Police checks.

For more info about NNIC see our website: www.nnic.org.au

Send completed applications WHICH MUST ADDRESS the selection criteria (see page 8 of this Job Kit) to:

The Manager
Nimbin Neighbourhood and Information Centre
PO Box 20168
Nimbin 2480

Or email it to: admin@nnic.org.au

Or drop it into us at 71 Cullen St Nimbin.

Applications which do not address the selection criteria or which are received after the closing date **will not be considered.**



Nimbin Neighbourhood and Information Centre

Position Description

CASUAL RELIEF Services Australia/Centrelink Agency Staff

Employment Status	Casual
RRF Grade	Level 3 Community Services
Alignment with Modern Award Level	Social, Community, Home Care and Disability Services (SCHADS Award) Level 2, PP1
Reporting To	The Manager
Directly Supervising	Nil
Date Prepared	December 2021

Position Purpose

Nimbin Neighbourhood and Information Centre (NNIC) is a non-profit community-based organisation, incorporated under the NSW Incorporated Associations Act. NNIC aims to promote, develop and support community services and assist in their development, to refer individuals and groups in need to relevant departments and organisations and, to act as a focal point for community services.

Nimbin Neighbourhood and Information Centre (NNIC) is contracted by Commonwealth Services Australia to deliver a Services Australia/Centrelink Agency Service as part of a nationwide strategy to improve access to Services Australia services for people in rural areas. The service is based within NNIC premises in Nimbin and operates for 4.5 hours per day, from 10am to 2.30pm Monday to Thursday and 10am to 2pm on Fridays.

Casual SA/Centrelink Agency Staff are primarily responsible for assisting the permanent worker, the Manager and Management Committee to provide an efficient and effective Centrelink Agency in accordance with the contractual specifications, NNIC policy and procedures and relevant legislation. This includes:

- Ensuring Service delivery between the hours of 10am to 2.30pm weekdays.
- The provision of a face-to-face information service that also provides facilities for Customers to access Centrelink services and information.
- Assist NNIC team members with administrative tasks, including but not limited to, stationary orders, banking, printing and promotions tasks, data entry, record keeping.

Core Requirements

Key Responsibility Areas	Role Requirements	Key Performance Measures
Vision, Mission, Values	Working knowledge of the Centre Vision, Mission, Values, client requirements and the community context. General knowledge of functions of other areas. Generally understands the mission and values of the Centre. General knowledge of functions of teams, and of client requirements.	Demonstrates knowledge of the mission and values of NNIC. Able to explain in general terms services offered by NNIC.
Leadership / Teamwork	Ability to work with minimal supervision. Works collaboratively with team members. Identifies areas of change for team improvements. Shows by example a high level of motivation and sustained discipline to provide high level care and/or support to clients with the full range of standard care needs. Provides guidance to less experienced team members. Escalates issues as appropriate.	Demonstrates engagement in NNIC team activities including staff meetings.
Interpersonal Skills / Communication	Deals with non-routine enquiries. Able to resolve conflict with assistance. Effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. Deals with non-complex crises presenting and ensures person dealt with by more experienced person as soon as possible.	Agency Services are effectively delivered. Deals regularly with a range of enquiries from clients and NNIC staff and volunteers. Demonstrates collaboration in resolving conflict. Refers clients to NNIC services as identified.

Key Responsibility Areas	Role Requirements	Key Performance Measures
Continuous Improvement / Quality	Suggests changes to improve quality in own work area and makes agreed changes. Suggests amendments to documentation.	Evidence of service improvement opportunities including own work practices.
Practices / Safety / Standards	Adheres to standards, Code of Conduct and all relevant government legislation (eg: WH & S) and relevant standards. Adheres to detailed and precise service delivery procedures and standards. Evaluates own work to ensure standards are met. Suggests changes to procedures in own work area and makes agreed changes. Adopts a professional approach to practice including: Financial and general accountability.	Is able to broadly discuss a range of NNIC policy and procedures, including the code of conduct in the context of Agency Service delivery. Identifies service delivery requirements, including any reporting as per contract. Demonstrates self-reflection of own work practices in supervision/support sessions.
Experience/Qualifications	Certificate II in relevant studies, or equivalent knowledge and experience. Is capable across the full range of competencies required at this level of work.	

Functional Requirements – Administrative Stream

Key Responsibility Areas	Role Requirements	Key Performance Measures
<p>Client Services</p>	<p>Practical knowledge of services offered by the Centre. Understands, provides, and refers, the full range of standard client needs. Suggests alternative service delivery solutions, provides information or makes necessary referrals. Assists with review and/or development, implementation and monitoring of specific work practices and procedures. Prepares short reports indicating variance from policy and/or procedures. Demonstrates confidentiality relating to sensitive issues. Identifies crisis needs and refers.</p>	<p>Identifies and ensures service delivery requirements, including any reporting as per contract.</p> <p>Confidentiality and privacy addressed in the provision of services.</p> <p>Client enquiries about Centrelink programs/services (includes payments) are actioned.</p> <p>Clients with difficult enquires are linked to Centrelink Call Centre or Centrelink Customer Service Centre.</p> <p>Clients assisted with documentation as required; includes photocopying and verify documents as required.</p> <p>Centrelink forms, brochures and other information are available to clients; includes accessing internet for Centrelink homepage and job vacancy database.</p> <p>Call centres and on-line self-service options are promoted.</p> <p>Assistance provided in organising information sessions as negotiated with Centrelink and/or NNIC staff.</p>

<p>Finance/ Administration/ General Office</p>	<p>Checks more difficult entries and calculations and/or deals with errors and queries raised by less experienced staff. Reconciliation of balances. Notes queries and apparent errors for investigation by more experienced staff. Assists with investigations into errors which require a detailed knowledge of operating procedures.</p>	<p>Administrative and financial tasks are in accordance with NNIC policy and procedures.</p>
<p>Records Management</p>	<p>Files and retrieves from existing filing and archive system. Completes breakdown of records into various categories. Allocates a variety of documents into a coded classification.</p>	<p>Relevant records are maintained in accordance with contractual requirements and NNIC Policy.</p>
<p>Problem Solving/ Innovation</p>	<p>Identifies and resolves related problems in the area where work is currently being performed (which may be outside the usual place of work) using problem solving techniques that go beyond set procedures, requiring analysis & investigation and amendments to documentation.</p>	<p>Problem solving in accordance with contract requirements and NNIC procedures.</p>
<p>Information Technology</p>	<p>Undertakes straightforward desk top publishing tasks e.g., formatting, straightforward layout. Organises, deletes and archives files. Checks own work for errors, proof reads. Good working knowledge of the software and internet procedures relevant to the position, in particular the My Gov and Medicare portals.</p>	<p>As appropriate, clients are provided access to telephone, facsimile, photocopier, video and other facilities.</p> <p>Reports etc demonstrate appropriate level of knowledge and skill of software applications.</p>
<p>COMMUNITY DEVELOPMENT ACTIVITIES AND PROJECTS</p> <p>As and when required by the Manager and/or Management Committee</p>		<p>N/A</p>



Specific responsibilities and duties

All employees of the NNIC are required to:

1. Sign off in the wages book at the end of each shift.
2. Maintain daily data as instructed.
3. Provide written reports, consistent with role and responsibilities as requested by the Manager and/or Management Committee.
4. Perform other duties, consistent with role and responsibilities as are delegated by the Manager and/or Management Committee.

Additional duties:

1. Assisting NNIC to achieve its aims and objectives by providing limited and agreed clerical and administrative support from time to time if contractual arrangements and obligations permit.
2. If using NNIC photocopier, record all photocopying as per NNIC requirements.
3. Report any equipment or stationery items to the Manager, or his/her delegate.

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and NNIC policies and procedures. Issues are generally resolved without reference to your immediate supervisor but matters that arise which are outside the contractual framework and/or NNIC policy framework, or matters that may potentially escalate to the detriment of NNIC should be reported to the Manager.

Your decision making authority is also guided by the NNIC's Delegations Policy and related Delegations Table; you are required to familiarise yourself with this document and other Centre policy and procedures.

Relationships

Key Internal and External Relationships:

- Clients of the Centrelink Agency
- Centrelink management and staff
- NNIC Management Committee
- The Manager and NNIC team members
- NNIC Volunteers
- Funding body
- Key stakeholders (including Centre Partners and on-site auspiced services)



Selection Criteria

Qualifications

Relevant minimum Certificate III level qualification in relevant field, or equivalent knowledge and experience.

Essential Requirements

1. Available to work on short notice
2. Demonstrated customer service experience including professional handling of face-to-face enquiries.
3. Good interpersonal and communication skills.
4. Demonstrated organisational skills and a demonstrated capacity to work flexibly and within tight timelines.
5. Demonstrated ability to interact with people from diverse social, economic and cultural backgrounds.
6. Demonstrated ability to work with minimal supervision.
7. Relevant computer experience and familiarity with software such as word processing and Excel.
8. Willingness to undergo screening by Services Australia including Police background checks.
9. **Must be fully vaccinated against COVID-19. The position is a Tier 2 employee and NNIC has deemed that requiring vaccination is a reasonable additional control to protect our Tier 2 and Tier 3 employees against exposure to COVID-19 and limiting transmission from employees to others.**

Desirable Requirements

1. Current Work With Children Check or willingness to obtain within one month.
2. Current NSW Drivers Licence
3. Current First Aid certificate or willingness to obtain.

Expectations

- To understand and uphold the ideas, aspirations and ethics of the Nimbin Neighbourhood and Information Centre and to identify with its purpose.
- To attend scheduled supervision and support sessions.
- To attend staff meetings.
- To identify and attend appropriate professional development and training courses; to actively participate in the NNIC performance appraisal procedure.
- To abide by the Centre's Code of Conduct and policy/procedural frameworks.
- To adhere to confidentiality and privacy principles.
- In the event of a critical incident or near miss, complete NNIC Incident Report Form and advise the Manager, or in their absence a Management Committee Representative.
- To attend monthly management committee meetings, with notice if required by Management Committee.
- To attend NNIC planning meetings, as negotiated as may be required in accordance with NNIC policy.

Additional Information

- Nimbin Neighbourhood and Information Centre is a smoke free environment.
- Workplace Health and Safety (WHS): Employees are required to carry out duties in a manner that does not adversely affect their health and safety and/or that of others by reporting incidents and injuries as well as co-operating with workplace measures to improve WHS.
- Pre-existing injury: Before any person can be appointed to this position it will be required that they disclose any pre-existing injuries or disease that might be affected by employment in this position.
- Equal employment opportunity: Nimbin Neighbourhood and Information Centre is an equal opportunity employer. Staff are responsible for ensuring, and demonstrating familiarity with Centre policy including the equal employment opportunity policy.
- Conditions of employment: Employment may be subject to:
 1. A current police record check
 2. A working with children check clearance
 3. A current driver's licence
 4. The capacity to work flexible hours (as a genuine requirement of the position)
- It is a genuine workplace requirement that all paid staff of NNIC maintain a current First Aid certificate. To facilitate this process, the NNIC will commit to a cycle of training (once every 3 years) to ensure currency of certificates.
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