

WUGU NYAMBIL LIMITED

"Holding onto Work"

Position Description

1. POSITION DETAILS	
Position Title	Program Support Officer
Company	Wugu Nyambil Limited
Location	Cook Street, Cairns
Reports to	General Manager
Supervises (if applicable)	N/A
Position Type	1 x Full Time 1 x Part Time (22.8 hrs p/w)
Closing Date	2pm, Friday 20 July 2018
Application Submission	Email: d.birt@wugunyambil.com.au
2. PURPOSE	
A brief over of the role	
<p>The successful applicant will undertake extensive training and mentoring within an established team in Cairns, for a period of 12-24 months, so that person may then independently provide the necessary operational, compliance and systems support for the Yarrabah Employment Services Model.</p>	
3. PRIMARY RESPONSIBILITIES & KPIs	
Describe the key responsibilities and duties of the role	
Team Support	
<ul style="list-style-type: none">Support Yarrabah staff to achieve effective application of tasks associated with the Yarrabah Employment Services ModelMentor, coach and develop Yarrabah staff to increase business performance and outcomes	
Business Performance	
<ul style="list-style-type: none">Communication with General Manager, Employment Team Leader and Community Activities Coordinator, where necessary, for the effective understanding and interpretation of standard process, activities and systems compliance.Ensure activities implemented by the Community Activities Coordinator meet operational standards, contractual and legislative requirements.Prepare and collate information for the General Manager and/or the Department for scheduled monitoring auditsUndertake reporting requirements as necessary for operations, contractual and legislative needs.	

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- Monitor, process and acquit all Yarrabah Employment Services wage subsidies, outcomes and Employment Fund expenditure

Accountability

- Accept responsibility & accountability for employment activities, projects and systems compliance functions within the role.
- Ensure ownership of the actions, outcomes and strategy of employment activities, projects and systems compliance through transparency and virtuous activities.
- Contribute to the employment activities, projects and systems compliance effort to ensure operational, contractual and cultural protocols and needs are met.
- Maintain confidentiality and adherence to all organisational policies and procedures by self and all members of the team take action to address breaches when they occur.

Quality & Risk Management

- Ensure all legislative requirements associated with employment activities, projects and systems compliance are undertaken by responsible personnel to ensure compliance with Workplace Health and Safety, Privacy, and relevant Industrial Relations Laws
- Prepare information for audits to ensure compliance with the Quality Assurance framework and any other accreditation the service is required to adhere to.
- Assist with the update and adjustment of employment activities, projects and systems compliance management procedures in a timely manner introduction of new or varied processes.
- Address identified risks and provide proactive solutions to mitigate those all risks.

Reporting

- Proactively report and brief the General Manager on emerging issues and /or potential risks to the business; present solutions / actions to mitigate risk.
- Respond in a timely and accurate manner to questions/enquiries and correspondence from General Manager, government agencies and other functions within the group.
- Identify and report on capacity issues including recommendations and corrective actions undertaken.
- Monitor activity and project progress and ensure the effective project management processes are followed and generate activity status reports.

Workplace Health & Safety

- Ensure all team members and operations adhere to requirements, policies and procedures in line with regulations and legislation as well as EEO and employment diversity principles and practices.
- Ensure 100% of incidents and injuries are reported and corrective actions are taken in accordance with policy.

While a representative of the duties and responsibilities of the role, this Employment Position Statement does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

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4. KNOWLEDGE / EXPERIENCE / QUALIFICATIONS

What specific knowledge / experience / qualifications are required for this role

Essential:

- Good communication skills (written and verbal)
- Minimum Year 12 qualification with good marks in English
- Well-developed problem solving, research, conceptual, analytical skills with the ability to develop practical and forward thinking operational plans and solutions
- Willingness to undergo extensive on the job training
- Technology literate including sound skills in using Windows based software, Internet, Email
- Current Queensland drivers license

Desirable:

- Previous experience in either accounts payable/receivable, data analysis or contract administration and compliance will be highly regarded.

5. EMPLOYEE ACCEPTANCE

I accept and understand the responsibilities and duties of this role

Name of Employee	
Date of Commencement	
Signature	
Date	