

# Kowanyama Aboriginal Shire Council

## Position Description



Centrelink Officer

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Job Title:	Centrelink Officer
Award:	Queensland Local Government Industry Award (Stream A) – State 2017
Division:	Division 2, Section 1 Administrative, Technical, Community Service, Supervisory and Managerial Services
Classification:	Administration Officer – Level 1
Employment Type:	Casual
Department:	Community Services
Reports To:	Community Services and Events Manager
Approved:	Chief Executive Officer
Version Date:	22 February 2026

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### Position Objective

The role of the Centrelink Officer is to administer and deliver Department of Human Services (the Department) services to the Kowanyama community as per current agreements in place. Training in the provision of these services will be provided by the Department via self-paced interactive training and/or face to face.

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### Position-Specific Key Responsibilities

1. Support the Department's Centrelink's Service Commitments by:
    - a. listening to and treating Customers with respect and courtesy
    - b. making it easy for Customers to use the Department's services
  2. Educate and encourage Customers to access the Department's self-service facilities (i.e. phone, fax and Internet).
  3. Check/review for completion all Departmental documents lodged by Customers
  4. Respond to enquiries or issues about the Department's payments and services, and where required, either refer the Customer to the Department Smart Centre or if requested by the Customer contact the Department Smart Centre on their behalf
  5. Provide access to a range of the Department's forms, information products and publications to the local community
  6. Conduct proof of identity checks on behalf of the Department by sighting and photocopying their proof of identity documents to support new claims or act as a verifier for Indigenous Customers where local knowledge replaces availability of documented evidence
  7. Act as a liaison point between the Department and the local community
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8. Maintain accurate data records to inform Department monthly reports

## Selection Criteria

1. Ability to undertake and successfully complete Centrelink system training.
2. The ability to communicate effectively and courteously with Department Customers, other Council staff, community groups, representatives of various Government Departments, and other authorities.
3. The ability to work independently or as part of a team.
4. Demonstrated reliability in work attendance and punctuality
5. Demonstrated ability to deliver effective and efficient customer service.
6. Ability to be trained in the Department's systems, policies and procedures.
7. Basic to intermediate computer literacy, including the ability to use Microsoft Office programs (Word, Excel and Outlook) and online systems
8. Ability to maintain strict levels of confidentiality and privacy involving Customer information.
9. Demonstrated behaviour which supports a diverse, equitable and safe workplace.
10. Knowledge and understanding of Aboriginal and Torres Strait Islander cultures and demonstrated ability to communicate effectively and sensitively with Indigenous people.
11. Personal attributes that engender commitment, passion, energy, drive, initiative, resilience and respect.

## Key Performance Indicators

### Functions:

- Customers are treated with respect, courtesy, and cultural sensitivity
- Departmental documents lodged by Customers are checked/reviewed for completion
- Customers are educated and encouraged to use self-service options (phone, fax, Internet)
- Enquiries and issues are resolved or referred promptly and accurately
- Proof of identity documents are verified accurately for new claims or Indigenous verifications
- Act as an effective liaison between the Department and the local community
- Complete Centrelink system training and maintain professional development
- Maintain regular attendance and punctuality
- Maintain strict confidentiality and ethics in handling Customer information

### Administration and Reporting

- Accurate records and data are maintained to inform Department reports
- Monthly reports submitted on time and free from errors.

### Attendance:

- Arrive at work on time.
- All absences to be notified to your supervisor prior to commencement of workday.

### Customer Service:

- Maintain a high level of customer services towards all clients.
- No substantiated complaints.
- No breaches of confidentiality.

### Workplace Health and Safety:

- Follow Council WH&S policies, rules and guidelines.
- Contribute positively to improvement initiatives.
- Demonstrate a strong focus on workplace safety in accordance with Industry standards.

### Adherence to Council's policies and procedures:

- Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct.
- No breaches of Council's policies and procedures.

## Corporate Responsibilities

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### Policy and Procedural Responsibilities

Be aware of, and act in accordance with all council policies and procedures.

### Code of Conduct

Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct will be subject to disciplinary action.

### Work Health and Safety

Comply with all work health and safety legislation, codes of practice and procedures. Use appropriate protective clothing and equipment.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

### General

- All employees should start no later than the assigned time and preferably arrive at least five (5) minutes prior for the purpose of setting up their work area and once shift is completed leave site directly after hand over.
- All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence and only work the rostered hours assigned by management.
- Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources
- Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws
- The employee shall show a spirit of cooperation towards their supervisor/s, other employees and the achievement of Council's aims and objectives.
- It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times where driving forms part of regular work activities.

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## Organisational Relationships

**Reports To:** Community Services and Events Manager

**Internal Liaison:** Chief Executive Officer, Executive Managers, Councillors, and all Kowanyama Aboriginal Shire Council Employees

**External Liaison:** Representatives of the Department of Human Services, other Government authorities, and members of the community.

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## Mandatory Requirements

- Police Clearance
- Basic to intermediate computer literacy, including the ability to use Microsoft Office programs (Word, Excel and Outlook) and online systems
- Ability to undertake and successfully complete system training
- Current Drivers Licence (desirable)

## Position Description Authorisation

This position description is subject to change from time to time as Kowanyama Aboriginal Shire Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion and agreement with the position incumbent.