



**Job statement**

<b>Job title</b>	Indigenous Service Officer (ISO5)
<b>Classification</b>	APS 5
<b>Job family</b>	Service Delivery

**Job overview**

Indigenous Service Officers:

- encourage and support Aboriginal and Torres Strait Islander customers to become self-sufficient and self-managed in their interactions with the agency
- work in close partnership with communities and stakeholders to support the delivery of payments, tailored programs and services to meet local community needs
- use the agency’s community reach to deliver integrated and connected services, ensuring Aboriginal and Torres Strait Islander peoples have a say in the way services are delivered to them
- maximise customer and government outcomes in line with agency and government priorities
- make a difference by listening to the voice of Aboriginal and Torres Strait Islander peoples and community feedback on programs and services.

Indigenous Service Officers are culturally responsive in their interactions. They support and collaborate with local Aboriginal and Torres Strait Islander communities to improve access to payments, services and programs. These relationships contribute to positive life outcomes for Aboriginal and Torres Strait Islander people that are equal to all Australians.

Indigenous Service Officers collaborate with staff to help improve service delivery and increase cultural capability through staff support, cultural guidance and training.

Indigenous Service Officers work under the support and general direction of senior staff. They exercise a degree of independent judgement and make decisions within defined parameters that rely on skills and knowledge. Indigenous Service Officers plan their work in the context of balancing priorities and contributing to changes in workplace practices and business improvement strategies.

**Main duties**

Duties may include some or all of the following:

- connect Aboriginal and Torres Strait Islander customers and community groups to the agency’s payments, services and programs to drive self-sufficiency and improve outcomes
- develop culturally responsive relationships with customers and community groups to raise awareness and understanding of the agency’s services through strength based cultural principles of listen, share, value and learn
- facilitate engagement with communities, adapting strategies to help meet local needs

- provide feedback raised by customers and communities to relevant stakeholders regarding payments, programs, service delivery and policy improvements
- use data to identify and inform service delivery opportunities to improve customer access to the agency's payments, programs and services
- promote and demonstrate the agency's digital channels to support self-management
- deliver presentations at external meetings, community forums and events to increase customer and community groups' understanding of payments, programs and services
- provide cultural support and expertise where appropriate to customer service delivery staff to support high quality customer service, payment accuracy and quality referrals
- exercise appropriate delegations in line with relevant legislation, policy and guidelines.

### **Main skills/attributes**

- work collaboratively to make connections and build relationships with Aboriginal and Torres Strait Islander peoples, communities, other government and non-government organisations and services
- communicate in a culturally astute, simple and helpful way, to meet stakeholder needs
- use and support the use of digital technology to work efficiently
- tailor services to customers and community needs
- build mutual understanding by reflecting and addressing issues
- discuss issues with transparency, respect and integrity
- manage challenging customer and community interactions following customer aggression guidelines
- respond to changing needs and engage with diverse groups of Aboriginal and Torres Strait Islander peoples, including collaboration with other staff and areas of the agency
- support change initiatives and encourage others to embrace change
- seek and suggest innovations and improvements to meet business and customer needs
- adopt and support others to identify emerging trends and new ways of working.

### **Knowledge**

Well developed knowledge and understanding of:

- Aboriginal and Torres Strait Islander peoples' cultures
- issues and challenges affecting Aboriginal and Torres Strait Islander people, community structures and governance arrangements
- diversity and cultural sensitivities, including awareness and understanding of community dynamics and protocols
- payments, programs and services administered by the agency
- legislation, policies, procedures and information management requirements relevant to the work area including appeal processes

- relevant service models
- the role and responsibilities of the agency
- government and Indigenous Affairs policies
- government and community service providers and related referral processes
- the agency's vision and principles the agency's privacy, ethics, workplace health and safety and security protocols
- business systems and tools.

### **Mandatory qualifications and/or registration with professional bodies**

Not applicable

### **Security clearance requirements**

Some positions may require a security clearance. These are identified on an individual basis.

### **Authorised by**

National Manager, Workforce Modernisation Branch

18 October 2023

Authority to create and amend this job statement is in accordance with the [Human Resource Delegation and Authorisation Instrument](#) No. 25 Authority PSCR 9(1)-(4).



JOB STATEMENT	
<b>Job title:</b>	Indigenous Service Officer (ISO5) Multicultural Service Officer (MSO5) and Community Engagement Officer (CEO5)
<b>Classification:</b>	APS 5
<b>Job family:</b>	Service Delivery
<b>Job overview</b> <p>The agency's service delivery staff:</p> <ul style="list-style-type: none"><li>• encourage, support and educate customers to self-manage their own affairs</li><li>• work in close partnership with stakeholders to support the delivery of quality programs and services</li><li>• use the agency's community reach and access to deliver integrated and connected services that meet customer needs</li><li>• maximise customer and government outcomes</li><li>• make a difference by providing consistent, tailored and connected information to customers.</li></ul> <p>The agency is also committed to providing equitable and accessible services to all customers and communities. This includes the provision of services in locations outside of agency sites, where contact may be face-to-face, by telephone or video on demand.</p> <p>Staff providing these services are service officers, with a focus of either Indigenous Services (ISO5), Multicultural Services (MSO5) or Community Engagement (CEO5).</p> <p><u>Indigenous Service Officer</u></p> <p>Indigenous Service Officers have a strong involvement in addressing issues relating to Aboriginal and Torres Strait Islander people and staff. The job is an Identified position and staff are required to have an understanding of the issues affecting Aboriginal and/or Torres Strait Islander people and an ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander people.</p> <p><u>Multicultural Service Officer</u></p> <p>Multicultural Service Officers assist the agency to ensure equity of access to services to customers and communities from culturally and linguistically diverse (CALD) backgrounds, and refugee and humanitarian entrants. This role requires a comprehensive understanding of the agency's multicultural services.</p> <p><u>Community Engagement Officer</u></p> <p>Community Engagement Officers work in collaboration with community organisations to connect customers who are experiencing significant vulnerabilities to the agency and community services. They provide outreach services to help customers with complex needs stay connected to the agency's programs and services, increasing their ability to self-manage and referring them to appropriate community agencies.</p> <p>Indigenous Service Officers (ISO5)/Multicultural Service Officers (MSO5)/Community Engagement Officers (CEO5) connect customers and communities to the agency's services, programs and payments, raise the profile of the agency in their local areas and engage with local community groups to foster partnerships. This group of service officers also collaborates</p>	



with staff in the delivery of services and provides them with support, guidance and training on cultural awareness and understanding.

They work collaboratively and build effective relationships with other staff, local community services and other government agencies to increase the level of understanding, awareness and improve service delivery.

Under the support and general direction of senior staff, Indigenous Service Officers (ISO5)/Multicultural Service Officers (MSO5)/Community Engagement Officers (CEO5) exercise a degree of independent judgement and make decisions within defined parameters that require some reliance on skills and knowledge. They plan their work in the context of competing priorities and contribute to changes in workplace practices and business improvement strategies.

### **Key duties/tasks**

Duties may include some or all of the following:

- provide support and formal and/or informal training to staff on access and equity, cultural awareness and available resources to increase their awareness and capability
- connect customers and community groups to the agency's services, payments and programs and assist them to access mainstream channels where appropriate
- promote the agency's services to the local community, including attending community forums to educate, build awareness and increase their understanding of entitlements and obligations
- establish and manage relationships with key community stakeholders and obtain their feedback on programs and services to improve service delivery and customer outcomes
- report on and feedback issues raised by the community to relevant internal stakeholders
- contribute new ideas and identify national and local efficiency improvements and initiatives to address business and customer needs
- actively promote and demonstrate the agency's self-managed and digital services
- participate in and represent the agency at external meetings, forums and community events
- collaborate with other service delivery staff to identify and assess customer service requirements and refer customers to community providers where appropriate
- assist in the mentoring and training of new staff to build service delivery capability
- exercise appropriate delegations in accordance with legislation and guidelines.

### **Knowledge required**

Knowledge and understanding of:

- payments, programs and services administered by the agency
- relevant service models, including the agency's Service Delivery Operating Model
- the role and responsibilities of the agency
- the issues affecting customer groups and their community's service needs
- diversity and cultural sensitivities, including awareness and understanding of community dynamics and protocols





- government and community service providers and related referral processes
- legislation, policies, procedures and information management requirements relevant to the work area including appeal processes
- the agency's privacy, ethics, workplace health and safety and security protocols
- relevant business systems and tools.

### **Key skills/personal attributes**

Ability to:

- communicate in an effective and culturally appropriate way
- research, analyse and make sound decisions using appropriate judgement
- tailor services to customers and the community
- build relationships and engage with diverse groups of people
- collaborate with other staff in immediate area and in other areas of the agency
- understand and make connections with community and other government services
- manage customer aggression and/or inappropriate behavior
- deal with ambiguity and change
- represent the agency work area at community and inter-agency levels
- prioritise workload in the context of competing priorities.

### **Mandatory qualifications and/or registration with professional bodies**

Desirable - specific to the Indigenous Service Officer:

- Diploma of Indigenous Community Development
- Certificate or Diploma of Aboriginal and Torres Strait Islander Studies.

### **Security clearance requirements**

Relevant State/Territory working with children and vulnerable people clearance.

### **Authorised by**

National Manager, Workforce Strategy Branch

23 July 2018

Authority to create and amend this job statement is in accordance with the Human Resource Delegation and Authorisation Instrument.

**Updated template:** February 2021



## Job statement

<b>Job title</b>	Remote Servicing Trip Leader
<b>Classification</b>	APS 5
<b>Job family</b>	Service Delivery

### Job overview

The agency's service delivery staff:

- encourage, support and educate customers to self-manage their own affairs
- work in close partnership with stakeholders to support the delivery of quality programs and services
- use the agency's community reach and access to deliver integrated and connected services that meet customer needs
- maximise customer and government outcomes
- make a difference by providing consistent, tailored and connected information to customers.

Remote Servicing Trip Leaders provide equitable and accessible services tailored to customer and community needs in remote or very remote areas. They provide a simple, respectful and transparent experience for customers.

Remote Servicing Trip Leaders work under the support and general direction of senior staff. They exercise a degree of independent judgement and make decisions within defined parameters that rely on skills and knowledge. Remote Servicing Trip Leaders plan their work in the context of competing priorities and contribute to changes in workplace practices and business improvement strategies.

### Main duties

Duties may include some or all of the following:

- manage a team while undertaking remote servicing trips, including setting work direction, monitoring and allocating workload, and maintaining service delivery models
- manage adherence, for self and team, to the agency's Remote Travel Standard Operating Protocols and work health and safety policies to meet the agency's approach to the health and safety of staff
- use endorsed agency tools to create and forward plan remote servicing schedules to support customer and community outcomes, and community engagement
- connect customers and community groups to the agency's services, payments and programs
- assist customers to access mainstream channels where appropriate

- actively promote and demonstrate the agency's self-managed and digital services
- identify customers who are experiencing significant vulnerabilities and facilitate their connection with the agency and relevant community services
- liaise with stakeholders to resolve complex program and policy issues and improve access to services, payments and programs
- report on and feedback issues raised by customers and the community to relevant internal stakeholders
- monitor and report on the achievement of business outcomes and quality assurance to improve the customer experience
- attend inter-agency meetings and forums to obtain and share information
- be prepared to redeploy to critical frontline functions as required
- exercise delegations in line with legislation and guidelines.

### **Main skills/attributes**

Ability to:

- undertake manual handling tasks (e.g.: lifting/carrying equipment, changing 4WD tyres)
- drive/travel in a 4WD vehicle in remote areas over long distances and/or fly in small aircraft as required
- make connections with community and other government services
- respond to changing needs and engage with diverse groups of people, including collaboration with other staff and areas of the agency
- use and support the use of digital technology to work efficiently
- communicate in a simple, helpful way, appropriate for the audience
- discuss issues with credibility, transparency and respect
- encourage curiosity and adopt a growth mindset
- seek and suggest innovations and improvements
- support change initiatives and encourage others to embrace change
- show care and courage with challenging interactions
- work collaboratively and integrate agile ways of working

### **Knowledge**

Well developed knowledge and understanding of:

- Aboriginal and/or Torres Strait Islander peoples' cultures



- issues and challenges affecting Aboriginal and/or Torres Strait Islander people, community structures and governance arrangements
- diversity and cultural sensitivities
- government and community service providers and related referral processes
- the agency's strategic outlook and direction
- relevant frameworks, legislation, policies and procedures
- payments, programs and services administered by the agency relevant to work area
- the agency's privacy, workplace health and safety and security protocols
- business systems and tools

### **Mandatory qualifications and/or registration with professional bodies**

Refer to the [Remote Travel Standard Operating Protocols](#) for details.

### **Security clearance requirements**

Some positions may require a security clearance. These are identified on an individual basis.

### **Authorised by**

National Manager, Workforce Modernisation Branch

14 April 2023

Authority to create and amend this job statement is in accordance with the [Human Resource Delegation and Authorisation Instrument](#) No. 25 Authority PSCR 9(1)-(4).