Job Description Form

Seniors Card Officer

# Position Details

**Position Number:** Generic

**Classification:** Level 2

**Award / Agreement:** PSA 1992 / PSCA 2019

**Organisational Unit:** WA Seniors Card/ State-wide Services/ Community Services

**Location:** Perth

**Classification Evaluation Date:**

**JDF Review Date: November 2018**

## Reporting Relationships

**This position reports to:**

Coordinator (various) / Level 5

This position has no subordinates.

## About the Department

The Department of Communities’ mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department’s direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department’s functions and services include disability services; child protection and family support; social and affordable housing; youth justice; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

## The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

## Role Statement

The Western Australian Seniors Card was introduced in 1988 as a business discount card but has since been expanded to provide seniors with access to State Government concessions.

Delivery of the WA Seniors Card program includes processing new card applications, processing rebate applications and ensuring accuracy of the database systems to ensure seniors comply with the eligibility criteria.

As the WA Seniors Card provides seniors access to State Government concessions, the program has detailed processes to ensure compliance with audit requirements and State Government policies.

This position:

• Undertakes administrative processes relevant to the WA Seniors Card Centre;

• Assesses client information needs and provides responses or refers to relevant service providers; and,

• Assists other team members through provision of administrative support.

**Duties and Responsibilities**

This position carries out various clerical administrative or service support tasks associated with the WA Seniors Card and other related programs.

1. Administration

1.1 Provide administrative services to clients and team members in compliance with policy and procedure.

1.2 Performs administrative processes and services consistent with the WA Seniors Card program requirements and objectives.

1.3 Undertakes administration of applications for the Grandcarers Support Scheme.

1.4 Undertakes administration and assessment of applications for the Hardship Utility Grant Scheme.

1.5 Maintains systems and resources necessary for service delivery and policy compliance.

1. Research

2.1 Undertakes research of system data, operational guidelines or processes to resolve problems and enquiries.

1. Communication and Liaison
   1. Responds to client information requirements clearly and effectively.

3.2 Understands the WA Seniors Card Centre’s services and processes and relevant internal contacts to be able to provide information to clients and resolve processing problems.

3.3 Assists with the preparation of forms, spreadsheets, documentation and correspondence.

3.4 Assist with administration and promotional duties at WA Seniors Card events.

1. Project Management

4.1 Provides administrative support to project teams.

4.2 Performs other duties as required.

4.3 Assists with the delivery of project activities.

1. Specialists Activities

5.1 Provides front end customer service to assist clients with their enquiries.

5.2 Provide call centre customer service to assist clients with their enquiries.

5.3 Assess, maintains and updates the Customer Relation Management database to ensure accuracy and eligibility of clients.

5.4 Provide call centre customer service to the Women’s Information Service hotline as required.

## Essential Work-Related Requirements (Selection Criteria)

1. Shapes and Manages Strategy

* Understands and contributes to divisional and team objectives, programs, services and performance standards.
* Identifies resources and information necessary to resolve client enquiries and perform operational activities.

1. Achieves Results

* Investigates client requirements and determine appropriate responses.
* Able to review work or system data to resolve problems.
* Maintains accurate records and resource levels.

1. Builds Productive Relationships

* Develops understanding of client needs and builds rapport to maximise client satisfaction.
* Participates actively and constructively in team, contributing to a collaborative work culture.

1. Exemplifies Personal Integrity and Self-Awareness

* Behaves in accordance with the applicable standards and principles of the codes of ethics/conduct and organisational standards, values and policies.
* Completes tasks in a timely and professional manner meeting compliance and process requirements seeking guidance when required.

1. **Communicates and Influences Effectively**

* Communicates clearly.
* Listens, understands and adapts to directions or client requirements.
* Understands the diversity of the audience and information, adapting communications as necessary and maintaining confidentiality as required.

1. **Specialist Knowledge and Skills**

* Experience in using database systems.

Essential Eligibility Requirements / Special Requirements

* Appointment is subject to a satisfactory National Police Clearance.

## Delegate Certification

## HR Registration

November 2020