

POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	RAES Compliance Officer	Designation and Classification Level	RGRC Level 5
Position No		Division	Corporate Services & Sustainability
Business Unit	Remote Australia Employment Services	Reports To	RAES Manager
Location	Katherine	Date Created	October 2025
2. POSITION CONTEXT			
Position Summary/ Purpose	<p>Provider administrative data entry support to enable optimal delivery of the RAES contract</p> <p>Monitor compliance systems procedures and provider senior administrative support to enable optimum delivery performance of the RAES contract</p> <p>Major role in implementing and managing a sustainable delivery model for RAES to ensure contractual compliance and quality outcomes on community and for all stakeholders</p> <p>Achieve targets and key performance indicators to maintain a sustainable delivery model for the RAES program</p> <p>Ensure contractual compliance and quality outcomes on community for provider and stakeholders</p> <p>Track and maintain employment placement support and employment outcome claims</p> <p>Actively contribute to key performance indicator measure during Provider Performance Reviews</p>		
3. KEY RESPONSIBILITIES			
<p>1. Service Delivery, Planning and Monitoring</p> <ul style="list-style-type: none"> • Gain and maintain a working knowledge of the RAES contract • Engage with the local RAES Sites to deliver job seeker services that are culturally, socially and environmentally appropriate • Customer services duties including reception duties, answering the telephone, filing, and strong data entry • Interact with job seekers to foster professional, trusting and respectful relationships • Ensure that the quality of job seeker IT records are up-to-date and all actions or categorisations are appropriate and maintained in accordance with the Provider Contract and Council's legislative requirements • Provide administrative support to RAES Sites such as but not limited to IDs, White Card, Ochre Card, Licences to address employment barriers • Monitor, prepare, report and contribute against key performance indicators including but not limited to the NIAA bi-annual Provider Performance Reporting period • Obtain quotes for supplies and create purchase requisitions/orders using MYOB Advanced • Conduct job seeker appointments over the phone where required and where appropriate reconnection appointments are scheduled within 2 days of contact with job seeker being made • Assist with RAES Sites noticeboard resulting where required • Other reasonable duties as directed by RAES Management <p>2. Organisational Sustainability</p> <ul style="list-style-type: none"> • Monitor RAES portal updates and advise remote staff of changes • Monitor weekly performance reports and take corrective action • Conduct and assist with remote site audits • Educate and support remote CDP delivery staff around how to maintain compliant job seeker records 			

- Track and maintain participant employment and employment placement support
- Ensure employment outcome payment claims are processed in a timely and accurate manner
- Maintain the processed claims records system to ensure appropriate authorisation and documentation is managed accordingly
- Collaborate effectively with all departments of the Roper Gulf Regional Council and other stakeholder to optimise positive outcomes for job seekers, employers and the local community

3. Quality and Continuous Improvement

- Attend staff meetings
- Participate in on-the-job training as required
- Demonstrate knowledge and competence to identify hazards, report incidents and maintain a safe workplace

4. Work Health and Safety (WHS)

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work-related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
 - Correct minor hazards as applicable.

4. SELECTION CRITERIA

ESSENTIAL

1. Post secondary qualification in Business Administration, Employment Services or similar discipline, or extensive experience in the employment services industry
2. Demonstrated ability to analyse contracts, policies, procedures or legislation to solve problems or respond to enquiries
3. Demonstrated organisational skills to coordinate and balance tasks efficiently in a team environment to achieve key performance indicators and operational targets
4. Demonstrated well-developed interpersonal skills, including the ability to mentor colleagues and negotiate between parties to effectively resolve or avoid problems
5. Excellent written communication skills with the ability to write standard correspondence, reports, submissions and proposals that require original content
6. Demonstrated skills in the use of Microsoft Office applications and electronic document records management systems
7. Ability to develop positive and collaborative working relationships with a range of stakeholders
8. Demonstrated ability to communicate effectively and sensitively with Indigenous people
9. Demonstrated experience or awareness of issues affecting people in remote Indigenous communities

DESIRABLE

1. Experience in manual 4x4 driving on unsealed roads to remote locations in sole situations

MANDATORY REQUIREMENTS

1. Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
2. Current Criminal History Check (issued within three (3) months) or undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy.
3. Current Northern Territory "C" Class Drivers Licence .
4. Current Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.

TRAVEL REQUIREMENTS

This position is based in Katherine, and you may be required to travel and work in remote communities, including overnight stays, in the Roper Gulf Regional Council area.

5. ACKNOWLEDGEMENT

General Manager	Cindy Haddow	Date Approved: March 2025	Signature:
Employee Name		Date:	Signature: