**Position Description**

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| **Position Title**  Outcome Tracking Specialist | **Reports to**  Claims Manager |
| **Award**  Workskills Employee Collective Agreement 2017 | **Minimum Classification**  Minimum level CO1 |
| **Hours of Work**  Full-time 8.30 a.m. – 5.00 p.m. | **Dress Code**  Neat office attire, excellent presentation, well-groomed at all times |

**Prime Functions:**

* Undertaking all tasks and meeting all the requirements associated with the preparation and submission of Outcome claims for payment to the Department of Jobs and Small Business.
* Preparation of all relevant documentation and the monitoring of all the processes involved in the administration of Wage Subsidies managed by the organisation.
* Assisting the Contract Compliance Manager to meet all the Departmental requirements of the Quality Assurance Framework and the contractual obligations of the administration of claims for payment for Outcomes and Wage Subsidies.

**You will need:**

1. Confidence in making the first approach to establish and maintain positive relationships, both via technology and face to face with a variety of stakeholders
2. Big picture focus, ability to identify opportunities to influence positive outcomes for job seekers and employers and make appropriate recommendations with confidence
3. Drive and promote compliance of legislation and guidelines through various communication mediums - making the sometimes complex and daunting requirements of these easier to navigate
4. Be an effective team member; able to be depended on for high output, support, encouragement and a positive contribution to a harmonious team environment
5. Communicate with influence, demonstrate a flair for sales and marketing never missing opportunities to enhance service delivery and the customer experience
6. Resilient, able to maintain professional communication in challenging situations always delivering service with tact, diplomacy  and respect
7. Problem solving skills.  Using knowledge of legislation, guidelines, policies and procedures to find accurate solutions
8. Supreme customer service skills, endeavouring to exceed client expectations in every interaction
9. Desire to drive performance, and be a catalyst for achieving excellent results personally and for the organisation
10. Persistent, able to adapt and refine your approach as required to achieve desired outcomes.  Able to think outside of the box when tried strategies have failed (never say die)
11. Motivate! Yourself, your team and clients should all feel the energy from interactions with you!
12. Love Quality and Compliance.  Be satisfied only when you get things right.  Be proud and confident of your work and its ability to stand up to rigorous auditing.
13. A fast learner you will be able to absorb information and have processes for ensuring you remain up to date with changes in policies, procedures, Guidelines and Legislation.

**Duties**

1. Monitor site outcome payment lists and consult with site staff to ensure that all required documentary evidence to support the submission of Outcome claims is collected, prepared, checked and able to be submitted in a timely manner.
2. Liaise with the Employer Services team to ensure that all required information is available for the preparation and monitoring of Wage Subsidy payments to employers, and that all eligibility criteria are met.
3. Ensure that all the system requirements for the administration of Outcome claims and Wage Subsidies are completed in ESSweb, as per Departmental guidelines.
4. Ensure that the preparation of documentation to support Outcome claims and Wage Subsidies is compliant with all relevant legislative, Deed and Guideline requirements.
5. Keep up to date with any changes or updates to requirements by regularly accessing the Provider Portal, participating in relevant Departmental webinars and information sessions and completing all relevant Learning Centre modules.
6. Develop positive relationships with employers and training providers to enable the collection of documentary evidence required for the administration of Outcome claims and Wage Subsidies.
7. Assist the Contract Compliance Manager with the preparation of documentation and evidence required for all internal and external audits.
8. Prepare documentation required for the submission of Special Claims and Overrides to the Department of Jobs and Small Business and be able to respond to Departmental queries and provide further information when required in relation to these.
9. Work with other members of the QA & Claims Team and with the Finance Manager to ensure Quality Assurance of all documentation prior to submitting to the Department.
10. Respond to queries from other staff in relation to Outcome claims and Wage Subsidies and provide advice where necessary.

**Team work and Personal Responsibilities:**

1. Abide by all Workskills policies and procedures, and ensure that the Code of Ethics is followed at all times.
2. Participate in all individual and team Performance Reviews and monitoring activities.
3. Ensure compliance with WHS legislation and policies and promote proactive WHS strategies.
4. Contribute to Workskills Risk Management and Continuous Improvement processes.
5. Participate in staff meetings, training sessions, professional development opportunities and any other meetings as required.
6. Maintain a high level of personal presentation and be polite and courteous at all times.
7. Ensure that all colleagues, clients and stakeholders are treated with dignity and respect at all times.

**Selection Criteria:**

**Essential:**

* Demonstrated high levels of interpersonal skills and written and oral communication skills
* High level numerical skills, including the ability to enter data and complete calculations accurately
* Ability to understand policies, guidelines and legislation to ensure compliance with these requirements at all times
* High level IT skills including:
  1. Microsoft Windows and Office software - Word, Excel and Outlook
  2. Demonstrated competency in keyboard skills
  3. Demonstrated competency in specialist databases e.g. ESSweb or similar
* Ability to work unsupervised and/or as part of a team
* Current National Police check and Working with Children check

**Desirable:**

1. Current driver’s licence
2. Experience in the use of Department of Jobs and Small Business IT systems

**Working Environment:**

* Workskills Inc. is a not-for-profit organisation that delivers employment services and other community based programs across Southern Tasmania.
* Workskills Inc. is committed to high standards in relation to workplace health and safety and the provision of equal employment opportunity. All employees are expected to maintain safe working conditions and practices and to uphold the principles of fairness and equity.
* Workskills Inc. utilises a range of information management systems and solutions to optimise its capacity to meet its business objectives. Consequently the successful applicant will work extensively with screen-based equipment.
* All employees are expected to work with clients, stakeholders and colleagues responsibly and in accordance with privacy principles and Workskills’ discrimination and harassment policies, and the Safety of Children and Young People Code of Conduct. All Workskills Inc. employees must comply with the Code of Ethics and all other contractual and legislative requirements under which the organisation operates.