

# Human Resources

## Position Description



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<b>Position Title:</b>	Wage Subsidy Consultant: DES
<b>Responsible To:</b>	Compliance Team Leader: Employment Services
<b>Location:</b>	Employment Services Sites
<b>Hours:</b>	Up to 76 hours per fortnight, subject to organisational requirements

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### **Position Overview**

The Wage Subsidy Consultant: DES plays a pivotal role in managing and overseeing the Wage Subsidy program within the Organisation's Disability Employment Services (DES) Contract. With a strong focus on compliance, this position is responsible for managing relationships with employers and key stakeholders to negotiate, establish, and maintain tailored Wage Subsidy agreements that align with departmental guidelines. Working closely with Employment Region Managers and Site Managers, the Consultant ensures that all Wage Subsidy requirements are met, claims are processed accurately, and payments are made in accordance with Government Authority guidelines and internal policies. In addition, the Wage Subsidy Consultant: DES will oversee a caseload of Ongoing Support Fees, ensuring these fees are accurately tracked and processed in compliance with relevant Government Authority Guidelines.

### **Personal Attributes**

This position requires a mature and professional individual with excellent interpersonal communication and organisational skills, capable of managing competing priorities effectively. You will possess the ability to build and maintain strong relationships with a diverse range of key stakeholders, including employers, participants, and internal teams. A team player, you will demonstrate initiative while also collaborating with others to achieve shared goals. You will professionally represent the Organisation whilst maintaining a solutions-oriented approach to achieving positive outcomes. A flexible, outcome-focused individual with a can-do attitude, you will be committed to ensuring the best possible employment outcomes for Participants which requires the ability to understand and interpret complex government contracts and associated guidelines.

### **Responsibilities:**

The Wage Subsidy Consultant: DES is responsible for:

- Communicate effectively and professionally with Employers to advise and inform them of their requirements when entering into a Wage Subsidy Agreement
- Apply an individualised approach with each Employer to ensure accurate information for claims and payments is collected
- Liaise with the Finance Department regarding reimbursement for wage subsidy payments, special claims, processes and procedures
- Review weekly placements across all sites to determine Wage Subsidy eligibility for each Participant
- Review documentation to ensure it meets the Government Authority guidelines to guarantee nil recovery of funds
- Advise the Compliance Team Leader: Employment Services and Post Placement Support team when employment placement information is incorrect and when intervention is required
- Identify and refer all problems/issues to the Compliance Team Leader: Employment Services that may affect outcome claims
- Contact Employers to verify hours, wages, and to gain documentary evidence
- Advise and inform Employers about providing documentary evidence that meets Grant and Guideline standards
- Provide direction to Employers that assists them to source information they require about the National Minimum Wage and Award wages
- Promote the full range of Eighty9 services under the Global Service Model when communicating with employers including but not limited to BlueSky Mind Studio, Workforce Connect, Pivot Training and ImpactEight hubs.
- Process Wage Subsidy expenditure requests via Internal systems for the Finance Department
- Conduct weekly/fortnightly review of internal and external reporting functionality to ensure all Wage Subsidies are recorded

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- Negotiate an increase in paid working hours for Participants in order to gain the best possible outcomes for the DES Contract
- Review, process, and track Ongoing Support Fees for Participants to ensure accurate and timely submissions
- Maintain accurate and detailed records of all fees and related documentation, ensuring that they meet audit and compliance standards
- Offer direction and training to Employment Support Consultants (ESCs) to ensure that all documentary evidence submitted for Fees meets the required Grant and Guideline standards
- Ensure documentation meets the Government Authority and Organisations' compliance requirements
- Lodge documentation to the Finance Department in a timely manner to ensure reimbursement can be submitted within the required timeframes
- Ensure Resume Quality Assurance Audits are conducted to a high quality within the given timeframe
- Respond to requests by the Compliance Team Leader: Employment Services in relation to the Wage Subsidy reports in a timely manner
- Provide a high-quality service to all Employers and Participants irrespective of their age, gender, race, culture, religion, disability or circumstance
- Conducting administrative activities that meet the standards consistent with contractual and legislative requirements, and the Organisation's Quality Management System
- Participate in professional development and training as required
- Participate in Organisational meetings and functions as required
- Other duties as directed by the Compliance Team Leader: Employment Services and DES Senior Management

### **Quality Standards, Regulations and Responsibilities:**

The Wage Subsidy Consultant: DES is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisations' Policies and Procedures
- Government Authority Contractual requirements
- Government Authority Code of Practice and relevant Service Guarantee
- Government Authority Complaints Procedures
- Government Authority Deed and Guidelines
- Performance and Quality Framework
- National Standards for Disability Services (NSDS)
- ISO 9001: 2015
- ISO 27001: 2022
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- The Organisations' Work Health and Safety System
- Work Health and Safety Act 2012

### **Qualifications:**

- Relevant experience in the Employment Services or similar industry in a role that focuses on supporting people who are or have returned to the workforce

### **Key Skills/Attributes:**

- Demonstrated ability to engage Employers and Participants
- Excellent organisational skills with the ability to manage competing priorities and consistently meet deadlines
- Strong numerical skills with a high level of accuracy
- High level of communication, interpersonal and negotiation skills
- Strong positive problem solving and conflict resolution skills
- Knowledge of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Work Health and Safety, Privacy and Freedom of Information

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- Computer literate in Microsoft Office, Outlook, internet and the Organisations' databases and government systems
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity
- Knowledge and experience working with indigenous Participants and other culturally diverse backgrounds

### **Additional Factors:**

- This position may require occasional attendance at meetings or training outside normal business hours
- Driver's license is essential
- National Police Clearance prior to commencing employment
- Working with Children Check, as per state legislative requirements

### **Selection Criteria**

- Experience in the Employment Services or similar industry in working within compliance frameworks that support a wide range of Participants during employment
- Highly developed communication, interpersonal and liaison skills with a strong emphasis on engaging Employers and Participants, effectively supporting them in their return to employment
- Demonstrated ability to liaise and build relationships with employers
- Proven ability to work as part of a dynamic, target and outcomes focussed team as well as operating autonomously