



Adelaide– APS3 Administrative Support Officer



About the Aurora Neuroinclusion Program:

Services Australia's Aurora Neuroinclusion Program (Aurora) aims to improve work and career outcomes for people with an autism or ADHD diagnosis.

Together with Employ for Ability, Aurora offers a unique recruitment process that's flexible, safe, supportive and inclusive. Aurora offers roles in a variety of fields and:

- provides a career pathway into the agency for people with an autism or ADHD diagnosis
- demonstrates the individual and organisational benefits of employing people with autism or ADHD through an inclusive recruitment process
- showcases the diverse and unique skills and attributes people with an autism or ADHD diagnosis have to offer in employment
- aims to increase the representation of people with disability in the agency and the Australian Public Service (APS).

Aurora offers:

- a tailored and flexible assessment phase
- ongoing roles with attractive working conditions
- job security with a competitive salary
- opportunities to develop skills to support your career.

We're looking for people who:

- are keen to learn
- want to make a positive difference in the lives of Australians
- want to start their career in the APS.

If you're successful and matched to a role, you'll be offered a full-time ongoing position. If you're successful and not matched to a role, you'll be placed on a merit list for up to 18 months. The merit list is active for 18 months from the advertising date. If a position becomes available during that time you may be considered for that position.



IMPORTANT DATES:

22 July 2024	Aurora Adelaide application open
18 August 2024	Aurora Adelaide applications close
27 August 2024	Aurora Adelaide candidate screening workshops (Adelaide CBD and assessment from home activities)
9 September 2024	Aurora Adelaide final assessment program (Adelaide CBD)
October 2024	Offers of employment announced

Available position

Aurora is currently accepting applications from eligible candidates for the following role based in **Adelaide**.

Administrative Support Officer (APS3) - Customer Service Delivery Group, Child Support and Tailored Services, Assessment Services Branch

Administrative Support Officers provide administrative, operational and IT support services to the Assessment Services Branch (ASB) as part of the Assessment Services National Administration Team (ASNAT).

Administrative Support Officers assist customers across a range of payments, programs and services via one or more service delivery channels.

They assess customer and stakeholder needs, appointment management for Employment Services Assessments and Job Capacity Assessments, entitlements and obligations, encourage the use of self-managed services, support operations and collaborate with others in the provision of services.

What you'll do:

As an Administrative Support Officer, you work as part of a multi-skilled team to:

- provide administrative support to the Assessment Services Branch
- actively manage ESSWeb appointment availability, screen and book Employment Services Assessments and Job Capacity Assessment appointments
- assist customers to access, navigate or interpret a range of agency programs and services including Assessment Services appointment options
- identify and prioritise customers who are potentially vulnerable, in distress or who have accessibility issues, and escalate to senior staff
- work with Administration Service Officers and Assessors to ensure correct payments and information are provided to customers, and escalate enquiries where appropriate
- resolve routine customer and provider enquiries at first contact and escalate if required
- assess customer needs, requirements, entitlements and obligations
- advise customers on legislation, policy, procedures, payments and services administered by the agency
- resolve routine customer complaints, and escalate complex complaints and systemic issues



- actively participate in business improvement programs involving changes to processes and functions
- exercise appropriate delegations in accordance with legislation and guidelines.

What you should have:

These things are important to have.

The ability to:

- think critically and apply solid problem-solving skills
- demonstrate a high level of accuracy and attention to detail
- work independently and seek assistance when required
- interact with staff, agency stakeholders and customers
- analyse information, identify issues and report your findings
- learn new software platforms and programs
- interpret, apply and explain legislation, policy and procedures

What is nice to have:

These things aren't essential, but if you have them that's great.

Knowledge and understanding of:

- payments, programs and services administered by the agency
- the role and responsibilities of the agency.

How to apply

Apply for the Aurora Neuroinclusion Program through [Employ for Ability](#).

There are 3 stages to our recruitment process:

- application
- assessment
- [selection](#).

Before you apply

Before you apply, check if you're [eligible](#).

To be eligible, you need to provide evidence of a diagnosis of either:

- Autism Spectrum Disorder/Condition, including autistic disorder (autism), Asperger's syndrome, childhood disintegrative disorder, or pervasive developmental disorder not otherwise specified (PDD-NOS)
- Attention Deficit/Hyperactivity Disorder (ADHD).

Evidence may include either:



- a full diagnostic report or a redacted section of your report that states autism or ADHD as a diagnosis
- a letter from a psychologist, psychiatrist or general practitioner confirming a diagnosis of autism or ADHD
- information confirming your diagnosis from a supporting agency such as the NDIS or a Disability Employment Services provider.

If you have any questions or concerns about your evidence, please contact aurora@employforability.com.au.

In addition to providing evidence of your diagnosis, you'll need to provide:

Proof of Australian citizenship – please refer to the information at the bottom of this document for details.

You must also:

- undergo an Australian government security clearance, including a criminal history check
- be able to obtain a Baseline security clearance
- live (or be willing to relocate to) a daily commutable distance to Adelaide CBD.

Tell us about you

- If you don't have a current CV or resume you may create one by listing your current and previous work and educational history (in date order from most recent to least recent on a Word document and upload to your application).
- Make sure you include any volunteer work which would showcase your skills and demonstrate your suitability for the role.

In addition to demonstrating you meet the eligibility requirements, you must also provide a response to the **3** applicant response questions listed below:

Applicant response:

We ask that you write a one-page document (minimum 11pt font in Word or PDF format) that provides more information about you to support your application for this opportunity. This must be uploaded as an attachment on the application page.

In your response, please describe the following:

1. How your skills, knowledge and experience are relevant to this role.
2. What motivates you to apply for this role.
3. Any specific examples or achievements that demonstrate your suitability for the program.

To answer these questions, you may use work or study examples or from personal experience you may have (for example as a hobby from home). Ultimately, we'd like to know more about you and why you feel you would be suited to this role.



Notes on the assessment process:

Shortlisted applicants will be invited to attend a screening workshop, held in the Adelaide CBD. Following this, a final shortlist will be conducted, and those candidates will advance to the final stage of the recruitment process. This is a 3-day assessment led by Services Australia also held in Adelaide CBD.

Contact Us:

1300 619 768 (option 3)

aurora@employforability.com.au



Information: Proof of Australian Citizenship – what you can use

If you were born in Australia BEFORE 20 August 1986

You can provide your full birth certificate issued by an Australian Registry of Births, Deaths and Marriages (RBDM).

If you were born in Australia ON or AFTER 20 August 1986

If one parent was an Australian citizen at or before your time of birth, you can provide their **full birth certificate** issued by an Australian RBDM, **plus either your parent's:**

- full birth certificate issued by an Australian RBDM, showing that they were born in Australia before 20 August 1986
- Australian passport that was current at or before your birth
- Australian citizenship certificate detailing their acquisition of citizenship at or before your birth.

NOTE: if a parent was also born in Australia on or after 20 August 1986, you'll need to provide:

- your parent's full birth certificate issued by an Australian RBDM
- plus**
- your grandparent's full birth certificate issued by an Australian RBDM
- or**
- your grandparent's Australian citizenship certificate.

If one or both parents were Australian permanent residents at or before your birth, you must provide:

- evidence of your own Australian citizenship with an Australian citizenship certificate issued by the Department of Home Affairs.

If neither parent was an Australian citizen or an Australian permanent resident at or before your time of birth and you spent the first (10) years of your life in Australia, you must provide:

- evidence of your own Australian citizenship with an Australian citizenship certificate issued by the Department of Home Affairs.

If born overseas but an Australian citizen you must provide one of the following documents to confirm your Australian citizenship:

- a current Australian passport
- an Australian citizenship certificate issued by the Department Home Affairs



- a Citizenship by Descent extract
- an Australian citizenship certificate of an Adoption in accordance with the Hague Convention on Intercountry Adoption or bilateral arrangement or an extract from the Register of Australian Births Abroad.

If you are an Australian citizen but have lived overseas for more than 12 months in the past 5 years you must provide a statutory declaration regarding your time overseas, stating whether or not you were involved with law enforcement officials in that country, and if so, the specifics of that involvement. This is in addition to the normal statutory declaration.