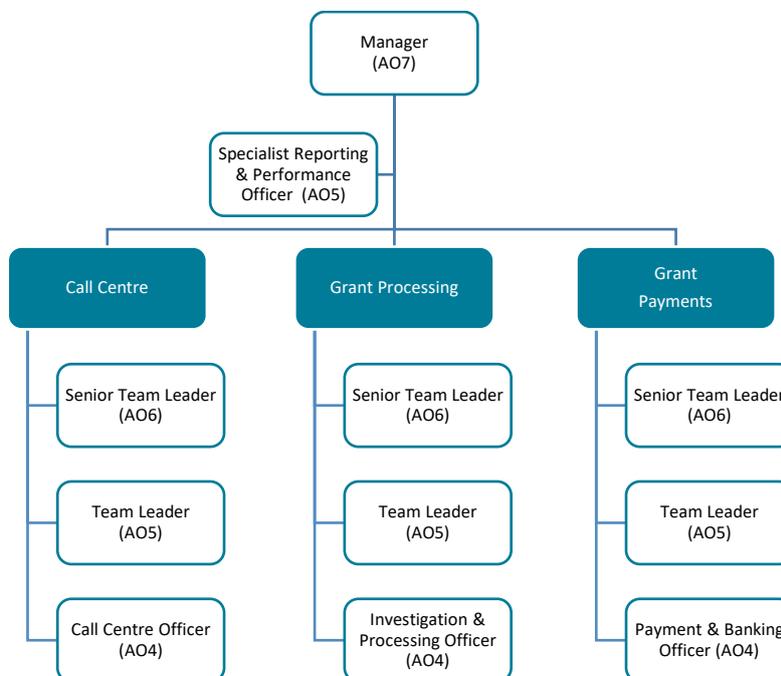


**HARDSHIP ASSISTANCE TEAM**

**Overview**

The Hardship Assistance Team coordinates and manages the financial processing of the Emergency Hardship Assistance (EHA) and/or Essential Services Hardship Assistance (ESHA) grant payments within the guidelines of Disaster Recovery Funding Arrangements (DRFA).

**Structure**



**Core requirements across all role functions:**

- Ability to work a 5 day roster around a 7 day week and for extended periods of time – willing to work either/one of two daily shifts
- Ability to learn quickly in a fast paced, challenging environment – these roles are extremely time sensitive – time management and prioritising of workload is paramount
- Excellent time management skills and ability to work under pressure
- Maintain confidentiality
- Knowledge of or ability to quickly learn grant assessment and processing systems in accordance with Community Recovery policies and procedures
- Ability to work in a team-based environment, contribute to shared outcomes, collaborate effectively
- Intermediate to advanced knowledge of Microsoft Outlook Shared Mailbox / Word / Advanced Excel / Teams / SharePoint & Internet

**Senior Team Leader (AO6) – Call Centre**

**Core Capabilities**

- Experience in leading a Call Centre team with excellent customer service skills
- Strong communication skills including the ability to liaise effectively with ready reserve staff members at regional locations, internal and external stakeholders and may deal with clients who are distressed /highly emotive state
- Experience with managing staff and the ability to engage and motivate teams to deliver outcomes in a fast-paced challenging environment

**Role Responsibilities**

- Management of workflow through customer relationship management system (dashboards) and monitor and report progress and performance and ensuring process and procedures are followed
- Ability to adapt to change and update staff on work processes and procedures as it can change quickly

**HARDSHIP ASSISTANCE TEAM**

- Provide leadership and support in a team-based environment and ensuring team members are suitably trained and skilled
- Lead and facilitate the development and provision of training to on boarding of new staff
- Provide technical expertise, guidance and assistance to meet the business and operational needs during an event
- Ensure system records are maintained to support the reconciliation process for auditing purposes
- Provide briefing and debriefing information to staff in relation to financial practices and procedures
- Considerable experience in problem solving and achieving outcomes for clients with difficult or complex matters
- Coordinate the delivery of information and succinctly capture applicant issues and outcomes to address ministerial enquiries
- Identifying referral pathways
- Ensure all Queensland Audit Office (QAO) and Disaster Recovery Funding Arrangements (DRFA) audit controls and requirements are in place in relation to grants

**Team Leader (AO5) – Call Centre**

**Core Capabilities**

- Manage and support a Call Centre team with excellent customer service skills
- Strong communication skills including the ability to liaise effectively with ready reserve staff members at regional locations, internal and external stakeholders and may deal with clients who are distressed /highly emotive state
- Managing staff and the ability to engage and motivate teams to deliver outcomes in a fast paced and challenging environment

**Role Responsibilities**

- Management of workflow through customer relationship management system (dashboards) and monitor and report progress and performance and ensuring process and procedures are followed
- Manage and support in a team-based environment and ensuring team members are suitably trained and skilled
- Ability to adapt to change and update staff on work processes and procedures as it can change quickly
- Facilitate the development and provision of training to on boarding of new staff
- Provide briefing and debriefing information to staff in relation to relevant grants business processes and financial practices and procedures
- Coordinate the delivery of information and succinctly capture applicant issues and outcomes to address ministerial enquiries
- Focused problem solver with the ability to effectively deal with escalated or complex issues or enquiries
- Ensure all Queensland Audit Office (QAO) and Disaster Recovery Funding Arrangements (DRFA) audit controls and requirements are in place in relation to grants
- Management of staff rosters, daily sign on/off sheets
- Ensure system records are maintained to support the reconciliation process for auditing purposes
- Management of incoming enquiries from mailbox
- Identifying referral pathways

**Call Centre Officer (AO4) – Call Centre**

**Core Capabilities**

- Excellent customer service skills and the ability to liaise with highly stressed clientele, Ready Reserve staff members at regional locations and internal and external stakeholders
- Good data entry skills with attention to detail
- Advanced skills with MS Excel
- Ability to manage conflictual situations

**HARDSHIP ASSISTANCE TEAM**

**Role responsibilities**

- Highly developed telephonic skills and accurately record client issues and deal with sensitive and complex matters appropriately and confidentially
- Check all application data accurately and identify areas of inconsistency, noting and updating all discrepancies in customer relationship management system to maximise applicant engagement
- Ensure grant assessment and complies with the policies and procedures and processed in a timely manner
- Liaise with the Team Leader regarding any difficult or complex issues arising from lodged grant applications
- Answer incoming customer enquiries via telephone and performing outbound calls
- Provide high quality support to internal and external stakeholders
- Ability to action and close off enquires in Mailboxes

**Senior Team Leader (AO6) – Grants Processing**

**Core Capabilities**

- Experience with leading and managing staff and the ability to engage and motivate teams to deliver outcomes in a fast-paced challenging environment
- Strong communication skills including the ability to liaise effectively with ready reserve staff members at regional locations, internal and external stakeholders and may deal with clients who are distressed /highly emotive state

**Role Responsibilities**

- Management of workflow through customer relationship management system (dashboards) and monitor and report progress and performance and ensuring process and procedures are followed
- Ability to adapt to change and update staff on work processes and procedures as it can change quickly
- Provide leadership and support in a team-based environment and ensuring team members are suitably trained and skilled
- Lead and facilitate the development and provision of training to on boarding of new staff
- Provide technical expertise, guidance and assistance to meet the business and operational needs during an event
- Ensure system records are maintained to support the reconciliation process for auditing purposes
- Provide briefings and debriefings information to staff in relation to relevant grants business processes and financial practices and procedures
- Considerable experience in problem solving and achieving outcomes for applications with difficult or complex issues
- Coordinate the delivery of information and succinctly capture applicant issues and outcomes to address ministerial enquiries
- Maintain quality assurance checks of the customer relationship management system and ensure financial accountability procedures are adhere to in relation to Grant processing and Administration
- Conduct and respond by specified timeframe (Queensland Reconstruction Authority) QRA audit response to Business Support team and ensure Queensland Audit Office (QAO) and Disaster Recovery Funding Arrangements (DRFA) audit controls and requirements are in place in relation to grants
- Management of incoming enquiries from shared mailbox
- Ensure record management are followed through in accordance with governance requirements

**Team Leader (AO5) – Grant Processing**

**Core Capabilities**

- Managing staff and the ability to engage and motivate teams to deliver outcomes in a fast paced and challenging environment
- Strong communication skills including the ability to liaise with ready reserve staff members at regional locations and may deal with clients who are distressed/highly emotive state

**HARDSHIP ASSISTANCE TEAM**

**Role responsibilities**

- Management of workflow through customer relationship management system (dashboards) and monitor and report progress and performance and ensuring process and procedures are followed
- Manage and support in a team-based environment and ensuring team members are suitably trained and skilled
- Provide briefing and debriefing information to staff in relation to relevant grants business processes and financial practices and procedures
- Provide technical expertise, guidance and assistance to meet the business and operational needs during an event
- Facilitate the development and provision of training to on boarding of new staff
- Ensure grant applications are processed within a tight time period ensuring data is accurate, discrepancies are identified, and notes recorded
- Focused problem solver with the ability to effectively deal with escalated or complex issues or enquiries
- Ability to adapt to change and update staff on work processes and procedures as it can change quickly
- Conduct and respond by specified timeframe (Queensland Reconstruction Authority) QRA audit response to Business Support team and ensure Queensland Audit Office (QAO) and Disaster Recovery Funding Arrangements (DRFA) audit controls and requirements are in place in relation to grants
- Management of staff rosters and daily sign-on and off sheets
- Coordinate the delivery of information and succinctly capture applicant issues and outcomes to address ministerial enquiries
- Management of incoming enquiries from shared mailbox
- Ensure system records are maintained to support the reconciliation process for auditing purposes
- Maintain quality assurance checks of the customer relationship management system and ensure financial accountability procedures are adhere to in relation to Grant processing and Administration
- Ensure Records Management are followed through in accordance with governance requirements

**Investigation and Processing Officer (AO4) – Grant Processing**

**Core Capabilities**

- Clear communication skills, both written and verbal and communicate effectively with Ready Reserves staff members at regional location and liaise with internal and external stakeholders
- Good data entry skills with attention to detail
- Advance skills with MS Excel

**Role responsibilities**

- Confirm applicant data that is captured in systems; accurately check information and note any discrepancies in customer relationship management system when accessing grant applications
- Ability to assess grant applications and ensure grant application assessments complies with the policies and procedures and processed in a timely manner
- Ability to adapt to change as work processes and procedures can change quickly
- Conduct system records to support the financial audit and reconciliation process for auditing purposes (such as overpayments, underpayments, suspected fraud etc)
- Liaise with the Team Leader regarding any issues arising from lodged grant applications
- Progress grant applications for payment within a tight time period ensuring data is accurate, discrepancies are identified, and notes recorded in customer relationship management system
- Management of incoming enquiries in Mailbox
- Filing of manual grant applications and preparing for archiving

**Senior Team Leader (AO6) – Grant Payments**

**Core Capabilities**

- Experience with leading and managing staff and the ability to engage and motivate teams to deliver outcomes in a fast paced and challenging environment

**HARDSHIP ASSISTANCE TEAM**

- Strong communication skills including the ability to liaise effectively with ready reserve staff members at regional locations, internal and external stakeholders and may deal with clients who are distressed /highly emotive state
- Knowledge of Financial Accounting Principles and Practices
- SAP ECC6 experience

**Role Responsibilities**

- Management of workflow through customer relationship management system (dashboards) and monitor and report progress and performance and ensuring process and procedures are followed
- Provide leadership and support in a team-based environment and ensuring team members are suitably trained and skilled
- Ability to adapt to change and update staff on work processes and procedures as it can change quickly
- Lead and facilitate the development and provision of training to on boarding of new staff
- Provide technical expertise, guidance and assistance to meet the business and operational needs during an event
- Provide briefing and debriefing information to staff in relation to relevant grants business processes and financial practices and procedures
- Maintaining quality assurance and financial accountability procedures in relation to Grant Process and Administration
- Considerable experience in problem solving and achieving outcomes for applications with difficult or complex issues
- Coordinate the delivery of information and succinctly capture applicant issues and outcomes to address ministerial enquiries
- Ensure Records Management are followed through in accordance with governance requirements
- Ensure all Queensland Audit Office (QAO) and Disaster Recovery Funding Arrangements (DRFA) audit controls and requirements are in place in relation to grants
- Adhering to payment timeframes and undertake daily reconciliation of the general ledger account and bank statement and follow up with clients to correct any EFT payment errors
- Ensure system records are maintained to support the financial reconciliation process for auditing purposes such as such as (banking errors, reversals, overpayments, underpayments, suspect fraud etc)
- Management of staff rosters and daily sign-on and off sheets

**Team Leader (AO5) – Grant Payments**

**Core Capabilities**

- Managing staff and the ability to engage and motivate teams to deliver outcomes in a fast-paced and challenging environment
- Strong communication skills including the ability to liaise effectively with ready reserve staff members at regional locations, internal and external stakeholders and may deal with clients who are distressed /highly emotive state
- Knowledge of Financial Accounting and Principles and Practices
- SAP ECC6 experience

**Role responsibilities**

- Management of workflow through customer relationship management system(dashboards) and monitor and report progress and performance and ensuring system processes and procedures are followed
- Manage and support in a team-based environment and ensuring team members are suitably trained and skilled
- Ability to adapt to change and update staff on work processes and procedures as it can change quickly
- Provide briefing and debriefing information to staff in relation to relevant grants business processes and financial practices and procedures
- Facilitate the development and provision of training to on boarding of new staff
- Focused problem solver with the ability to effectively deal with escalated or complex issues or enquiries

**HARDSHIP ASSISTANCE TEAM**

- Coordinate the delivery of information and succinctly capture applicant issues and outcomes to address ministerial enquiries
- Management of staff rosters and daily sign-on-and sign-off sheets
- Ensure all Queensland Audit Office (QAO) and Disaster Recovery Funding Arrangements (DRFA) audit controls and requirements are in place in relation to grants
- Maintain quality assurance checks of the customer relationship management system and ensure financial accountability procedures are adhered to in relation to Grant processing and Administration
- Adhering to payment timeframes and undertake daily reconciliation of the general ledger account and bank statements and the follow up with clients to correct any EFT payment errors
- Ensure system records are maintained to support the financial reconciliation for auditing purposes such as (banking errors, reversals, overpayments, underpayments, suspect fraud etc)
- Ensure Records Management are followed through in accordance with governance requirements

**Payment and Banking Officer (AO4) – Grant Payments**

**Core Capabilities**

- Clear communication skills, both written and verbal and communicate effectively with Ready Reserves staff members at regional locations and liaise with internal and external stakeholders
- Good data entry skills with attention to detail
- Advanced skills with MS Excel
- Knowledge of basic financial accounting and principles and practices

**Role responsibilities**

- Ability to adapt to change as work processes and procedures can change quickly
- Check all application data accurately and identify areas of inconsistency, noting and updating all discrepancies in customer relationship management system timeline notes within a tight timeframe
- Ensure grant assessment and complies with the policies and procedures and processed in a timely manner
- Liaise with the Team Leader regarding any issues arising from lodged grant applications
- Maintain and conduct system records to support the financial reconciliation process for auditing purposes (such as (banking errors, reversals, overpayments, underpayments, suspect fraud etc)
- Conduct reviews of payments and ensure it complies with Queensland Audit Office (QAO) and Disaster Recovery Funding Arrangements (DRFA) audit controls and requirements in relation to grants

**Specialist – Reporting and Performance – CR Assist (AO5)**

**Core Capabilities**

- Strong interpersonal skills including the ability to liaise effectively with internal and external stakeholders and ensure communication is structured clearly in a concise manner
- Advance knowledge of Excel and be able to interpret large datasets
- Experience with CR Assist reporting, dashboards, role management
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**Role responsibilities**

- Support Senior Team Leaders and or Team Leaders with the daily operations of the team including service delivery information in a fast-paced and challenging environment
- Develop adhoc work packages to the Hardship Assistance Team and manage team workload and allocation of work
- Facilitate and management of workflow through customer relationship management system (dashboards) and ensure system processes and procedures are followed
- Ability to adapt to change and update staff on work processes and procedures as it can change quickly
- Working knowledge and understanding of customer relationship management systems, and/or grant assessment and processing systems
- Ability to provide tactical reports to support the team to enable for them to do their work

**HARDSHIP ASSISTANCE TEAM**

- Provide technical expertise, guidance and assistance to meet the business and operational needs during an event
- Problem solving and decision making based on thorough knowledge of process with an analytical approach to sensitive data
- Prepare, monitor and report progress and performance reporting on a daily basis and publish information on SharePoint for all staff members to view
- Generate various daily reports and provide updates and statistical advice for reporting purposes
- CR Assist establishment and ensure dashboards/views and buckets are implemented and set up for the team in accordance to their specific role they're undertaking
- Provide CR Assist user role for staff within the Emergency Hardship Assistance Team and ensure correct access has been provided
- Prepare and distribute to Hardship Assistance Team to conduct pre and post payment assurance as part of the Queensland Reconstruction Authority (QRA) audit response after a disaster event
- Respond by specified timeframe QRA audit response to Business Support team and ensure Queensland Audit Office (QAO) and Disaster Recovery Funding Arrangements (DRFA) audit controls and requirements are in place in relation to grants