



Australian Government  
Department of Social Services

# APS 5 - Contract Managers and Service Delivery Officers State Network Branch and Health Grants Branch

\$83,213 - \$88,865 plus 15.4% super

Canberra – Adelaide – Bendigo  
Brisbane – Darwin – Hobart – Melbourne  
Newcastle – Orange – Perth – Sydney - Townsville



Improving the wellbeing of individuals and families in Australian communities.

## Key details

<b>Job closes</b>	<b>11:30pm AEST, 11-May-2023</b>
Job reference number	EXT-2023-0347
Branch	State Network and Health Grants
Group	Community Grants Hub
Employment type	Full-time/part-time
Job type	Ongoing and non-ongoing (for a period of up to <b>12</b> months)
Security clearance	Baseline
Contact officer	Kym Patroni, 03 9473 5224, Kym.PATRONI@dss.gov.au

## The role

### Contract Managers

Contract Managers are known in the Hub as Funding Arrangement Managers or FAMs. As a FAM, you will play a critical role to the Hub's success in ensuring that Government's funded programs are delivered effectively to support Australian people and communities. Working in close connection to service providers and community, you will be the 'eyes and ears' of the department as you:

- engage regularly with funded organisations to ensure that programs are being delivered in a way that is consistent with the requirements of the grant agreement
- build networks and relationships with funded organisations, as well as other key stakeholders such as the not-for-profit community sector, Commonwealth, state and territory governments, local government, peak representative organisations, and research bodies
- gather local intelligence on how programs are being delivered on-the-ground to inform policy development and program re-design.

As a Contract Manager you will:

- assess and monitor the performance of funded organisations against agreed objectives, targets and outcomes in the grant agreement
- address instances of poor performance or non-compliance with input from a supervisor to achieve the policy and program outcomes
- build strong relationships with organisations to assist them to deliver their services, and manage issues and risks, generally with higher risk organisations
- proactively identify, document and escalate issues and risks that may impact the funded organisation's ability to achieve policy or program outcomes
- use various IT systems to monitor and record performance and risk data
- identify local and environmental trends that impact the delivery of policies and programs
- gather and analyse local intelligence to feed back to policy areas on the impact of policies and programs
- maintain knowledge of relevant program guidelines, legislation and policy frameworks.

Occasional travel may also be required for the Contract Manager role.

## **Service Delivery Officers**

Service Delivery Officers in the Health Grants Branch provide a range of administrative duties and support to various stakeholders across one of the Health Grants Establishment, Transitions, and Financial Assurance Centre of Expertise teams. You will be able to confidently utilise multiple departmental systems; in particular the Hub's Grants Payment System, to complete your duties. These duties include contributing to team outputs and manage more complex work, whilst displaying a positive and balanced approach to your work.

As a Service Delivery Officer, you will:

- communicate to a variety of audiences in a positive and professional manner
- exercise a level of judgement when interpreting and applying standard operating procedures, rules and legislation
- take responsibility for your own workload and seek support where required.

As Service Delivery Officer you will:

- analyse grant information and data that will enable the production of a suite of documents (grant agreements) to be provided to eligible service providers
- undertake complex data entry
- identify, document and escalate issues and risk
- undertake a range of assurance functions to support Health Grants Branch teams
- manage and prioritise the workloads of lower level staff
- contribute to a high-performing team culture that engages effectively with change
- provide guidance and instructions to relevant stakeholders on issues with submission of grant information data
- support and identify business improvement projects that provide efficiencies with current business processes
- accuracy and precision in your work is critical in working collectively as part of a team to deliver outcomes for your team.

Some investigative and analysis activities are also required in this role.

Training will be provided to assist new staff to perform their role.

## **Our ideal candidate**

- driven to help deliver outcomes for vulnerable and disadvantaged Australians
- positive team members who have a solution focused way of working to achieve results
- strong communicators who are able to deliver clear messages both verbally and in writing
- able to apply good judgement and reasoning
- autonomous and committed to seeing tasks through to completion and to a high quality
- strategic thinkers who provide robust solutions to issues and risks
- be driven by curiosity and have the ability to seek and acquire information and intelligence.

## What we do

The Department of Social Services (DSS) develops policies and delivers programs that support the lifetime wellbeing of Australians and their families. Our vision is to achieve the best health, wellbeing and safety of all Australians. Our people are critical in delivering the key priorities of DSS. We are seeking candidates that reflect our cultural values of curious, contestability, courage and collaboration.

### **State Network Branch**

The State Network Branch is part of the Community Grants Hub's service delivery arm and partner's with government and non-government organisations to further the Department's mission to improve the wellbeing of individuals and families in Australian communities. The State Network Branch achieves this through effective administration of DSS and Client Agency grants through the Manage phase, and the gathering and sharing of intelligence, to inform the development and management of evidence-based policies and programs.

### **Health Grants Branch**

The Health Grants Branch, under a partnership agreement, provides end-to-end grant services for the Department of Health and Aged Care the largest client of the Community Grants Hub and the largest granting agency in the Commonwealth. Functions include funding arrangement management, establishment, offer and execution of agreements and financial assurance. There will be various positions available across both branches in contract manager and service delivery officer roles.

These positions will mostly be place based and a physical presence in the applicable State/Territory office will be required, with access to standard DSS Home based work arrangements.

## What we offer

- Negotiable salary entry points and remuneration packages
- Attractive 15.4% superannuation
- Flexible work arrangements for working hours and work from home options
- Salary sacrificing options including superannuation
- Professional learning and development opportunities including:
  - a leadership development program
  - training courses
  - e-learning
  - study assistance program offering financial support and time for study
  - short time placements at higher levels
- Family friendly and work life balance provisions including:
  - 4 weeks of annual leave
  - ability to purchase leave
  - sabbatical leave
  - Christmas and Easter closedown
- Work environment within walking distance of easy parking, a bus interchange and shopping centre
- support for diversity, good health and wellbeing, such as:
  - cultural leave for Aboriginal or Torres Strait Islander employees
  - a variety of [diversity and inclusion networks](#)

- voluntary free annual influenza vaccination
- access to Employee Assistance Program (EAP)
- volunteer leave.

Read more on the [DSS website](#).

## Inclusive workplace

DSS is committed to creating an inclusive environment and is proud to be an equal opportunity employer. We recognise the richness that diversity of our staff bring to our workplace, policy development, service delivery and to better represent the community in which we serve. As such we welcome and encourage applications from all diversity communities including Aboriginal and Torres Strait Islander peoples, gender, gender identity, people with disability, LGBTIQ+ people and people from diverse linguistic and cultural backgrounds.

## How to apply

Submit an application through the DSS website at <https://www.dss.gov.au/careers/vacancies/Pages/default.aspx> by:

**11:30pm AEST, 11-May-2023.**

If you have not applied for a position with DSS in the past, you will need to create a new profile. Guidance is available on our [website](#). It is recommended you use a **personal email address**.

You will need the following for your application:

- personal details
- tailored resume or CV (uploaded)
- **600 word** statement with specific examples outlining your skills, knowledge and experience for the role
- evidence of mandatory requirements (if needed)
- referee details including current supervisor.

## RecruitAbility

[RecruitAbility](#) applies to this role. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the vacancy. If you choose to apply under the scheme, you will need to:

- declare you are a person with disability
- meet the minimum requirements for the position.

As your application progresses, you can talk to the panel about reasonable adjustments for any stage of the assessment process.

DSS is committed to supporting all staff and provides reasonable adjustments in the workplace for successful applicants. The DSS Disability and Carers Committee and Network can provide additional support to all staff employed.

## Eligibility

Employment with DSS is subject to conditions prescribed within the [Public Service Act 1999](#).

**Citizenship** – you must be an Australian citizen to apply for any position.

**Health declaration** – as a condition of engagement, you must complete a health declaration. You must inform DSS of any medical factors which may impact on your ability to perform the requirements of your job. This helps DSS to take all reasonable steps to protect the health and safety of all our employees while at work.

**Security clearance** – the Australian community requires the highest level of integrity from DSS employees. The preferred applicant must undergo a successful security clearance vetting process. This will be at the specified clearance level for the position. More information on this process is available on the [AGSVA website](#).

## Merit Pool

This recruitment process is being used to fill current and future ongoing and non-ongoing vacancies. A merit pool of suitable applicants may be created which may be used to fill future vacancies should they become available over the next 18 months.

Non-ongoing vacancies will be offered for a period of up to 18 months with the possibility of extension (up to a total period of 3 years). Some of these non-ongoing vacancies may become ongoing in the next 18 months.

Should a position become ongoing then the merit pool established through this selection process may be used to fill the vacancy on an ongoing basis.

## Tips

**Do your research** – Before applying for a position with DSS, you may wish to know more [about the department](#) and [our responsibilities](#).

When applying for an APS job, [Cracking the Code. Shape Australia. Create your future](#) will help you understand the requirements, prepare and complete your application.

Information for Aboriginal and Torres Strait Islander applicants is available in [Section 5 of Cracking the Code](#).

Information on the required skills and capabilities for a role at this level can be found in the [Work level standards](#) available on the Australian Public Service Commission website.

If you have any questions about the role, you can email or call the contact officer (details on page 2). General recruitment questions can be directed to [Recruitment@dss.gov.au](mailto:Recruitment@dss.gov.au) or 1800 799 140 (option 2).

**Drafting your response** - we recommend you draft your response to the statement of claims/selection criteria in a Word document first. This will ensure you make changes easily, review

for spelling, grammar and punctuation and check you're within the specified word limit. When you're happy with your response, you can copy and paste the content into the required fields in the online recruitment system.

**CV/Resume** – ensure your CV/Resume is up-to-date and relevant to the role you are applying for. It should be no more than 3 pages.

**Early preparation** – if you have found a job you'd like to apply for, start preparing as early as possible. Avoid submitting your application at the last minute. An extension of time cannot be guaranteed, and is generally only approved in an exceptional circumstance.

**Referees** – always let your referees know you have applied for a position. It is important they are willing and available to provide a written reference for you. It's a good idea to provide them with a copy of the job pack too.

**Thank you for your interest**  
**Department of Social Services**



## Reasonable adjustment

Agencies have a legal obligation under the [Disability Discrimination Act 1992](#) to provide reasonable adjustments to assist people with disability to contest for APS employment opportunities. This may include participation in interviews, at assessment centres and in the performance their duties. Candidates should be asked at each assessment stage if they require any reasonable adjustments.

Reasonable adjustments are put in place to remove or compensate for barriers that people with disability may face during recruitment or in the work place. They ensure equitable treatment allowing individual to perform at their full capability.

### How does reasonable adjustment apply to the selection process?

As part of the application process, all candidates are asked if they require any reasonable adjustments to participate in the selection process. Candidates with disability who answer 'Yes' are asked to provide information about what assistance is requested at each step of the process.

Panel members must consider all requests for reasonable adjustments and must contact any candidates found suitable following shortlisting to discuss the reasonable adjustment requested for the candidate to participate in the next step of the process.

What are some examples of reasonable adjustment in a selection process?

- substituting alternative tasks where existing ones disadvantage a person with a disability
- modifying the presentation medium (visual, verbal, print, demonstration etc.)
- adapting the physical environment and equipment (audio-visual aids, specific furniture, wheelchair access etc.)
- providing access to information and communication assistance (assistive technologies or software, sign language interpreters etc.)
- making time-related changes (extensions, extra breaks, etc.).

Reasonable adjustment should be applied at all steps of the selection process. It is important for the panel to ask a candidate with disability what kind of reasonable adjustment they require and not make assumptions.

Any candidate that progresses past the shortlisting step, can request reasonable adjustment for future assessment steps for each job vacancy.

If you are unsure if a reasonable adjustment request is appropriate, or you would like to discuss reasonable adjustments in more detail please contact [Recruitment@dss.gov.au](mailto:Recruitment@dss.gov.au) or [diversityandinclusion@dss.gov.au](mailto:diversityandinclusion@dss.gov.au).