

Carer Payments Officer

Department for Child Protection

Nurturing happy, healthy kids so they can grow up safe and reach their full potential.

CLASSIFICATION:	ASO2	DIRECTORATE:	Finance and Corporate Services
REPORTS TO:	Carer Payments Team Leader	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Carer Payments Officer is a role within the Department for Child Protection (DCP) and is accountable to the Carer Payments Team Leader for providing a range of efficient administrative, data processing and information support services, and maintenance of quality standards relating to placements and Carer Support Payments across the State-wide Out of Home Care System. This includes undertaking or assisting with quality checking, recording and verifying placement and respite response data in accordance with the Carer Support Payments Manual of Practice. The position also ensures the maintenance of accurate records and notes on the Connected Client and Case Management System (C3MS) to facilitate timely Carer Support Payments State-wide.

YOU WILL BE ADDING VALUE BY:

1. Provide a range of timely, friendly, accurate and complete services to internal and external clients including providing relevant and accurate information, or assisting with the provision of advice and support, to clients, staff and key stakeholders in relation to Carer Payments processes and procedures and to deliver workable alternatives to improve services to culturally and linguistically diverse clients and those clients with a disability.
2. Provide a range of financial services and support to contribute to the effective operation of the Carers Payment program, including undertaking account and invoice payment and processing, administering reconciliations of payments, and following up on issues and queries such as overpayments.
3. Provide effective administrative support services for the Unit, including handling correspondence and payment records, sourcing information to support payment requests, verifying the quality and accuracy of data, and supporting the effective address of issues under the direction of the Carer Payments Team Leader.
4. Assist with the effective information and system management of the Unit, including monitoring and verifying payment and carer data and records, identify and escalate system or data issues, and, as directed, conduct minor reviews of existing systems, practices and procedures and make recommendations for improvements.
5. Provide a range of other administrative assistance within the Unit, including contributing to the monitoring, verification and administration of month end outcomes and financial results, preparing a range of reports, agency statements and journals, and reviewing practices to verify compliance with legislative requirements.
6. Undertake effective communication with a range of internal and external stakeholders, including providing support and guidance to team members to assist with the improvement of team performance and communication, and communicate ideas and information, both written and verbal, to a range of staff and clients in a clear and respectful manner.
7. Contribute to the achievement of team goals and plans linked to the strategic vision and departmental values, including supporting continuous improvement and engaging in practices that build and support a culturally competent workplace by utilising culturally relevant assessments, tools and resources, interventions and processes.
8. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.

WHO YOU WILL WORK WITH:

- Carer Payments Team Leader (line manager)
- Staff within the Finance and Corporate Services and throughout the department.
- DCP senior management.
- Government and Non-Government officers across the state.
- Key stakeholders such as the Department of Treasury and Finance

QUALIFICATIONS

Essential: Nil

Desirable: Relevant post-secondary qualification. Experience in a financial management role within the public sector.



YOUR CAPABILITIES:

- Proven ability to work with a high level of personal and professional integrity and motivation, and supporting the maintenance of a positive, collaborative and professional team.
- Proven ability to work collaboratively to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and services and maintain a positive approach to work in a changing environment.
- Experience working in a multi-disciplinary team environment and an ability to use initiative to organise priorities, meet deadlines and work under pressure.
- Proven experience in the use of a range of computer applications including client databases.
- Experience in providing administrative support, client services, facilities and records management within a complex and politically sensitive environment, and an ability to interpret and implement related policies and procedures.
- Demonstrated experience in checking accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
- Demonstrated knowledge and commitment to promoting and creating a safe and inclusive work environment.

OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Carer Payments Team Leader.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.

YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

CERTIFIED CORRECT: 06/05/2026

