Applicant B

Address

Phone Number

DATE

DEAR SELECTION PANEL

SUPPORT OFFICER AO4, PUBLIC SECTOR APPEALS & GRIEVANCE REVIEWS, POSITION NO. 12511

I wish to be considered for the Support Officer position with the Public Sector Appeals & Grievance Reviews (PSA&GR) Unit as advertised on the NT Government Website.

I am currently working in the position in a temporary capacity and have been doing so for the past four months. During my employment in the PSA&GR unit I have provided high level administrative service and support, on a daily basis, to the Director and the two SAO1 Grievance Managers.

The Support Officer role requires the ability to multitask, manage and prioritise large workloads with minimal supervision and I believe I have demonstrated this skill of working well in stressful environments frequently, especially due to the particularly high number of appeals and grievances that have been received in the past quarter.

Prior to my commencement at PSA&GR, as an AO3 Support Officer in the Department of Health in Darwin, I had the opportunity to develop my administration skills to a high level, using my oral and written communication, computer, and organisational skills on a daily basis in a busy client-based unit. My Director wished to renew my contract but I had by then secured my current position.

I am self-motivated, comfortable working on multiple projects and able to arrange my workload to meet critical deadlines. I have also shown my highly developed and effective written and verbal communication skills in all aspects of my work, which has allowed me to successfully communicate with stakeholders, internal and external, and to contribute to workplace discussion intelligently. I have worked with integrity and have always maintained confidentiality, which is vital in this statutory complaint-handling environment.

In addition, I am naturally meticulous and exhibit a great deal of dedication and commitment to balancing efficiency with the accurate and proper completion of a task at hand, as has been shown by the high quality work that I have produced. I am also eager to learn and undertake any training that would be beneficial to the role and to my professional development generally.

Having completed a Bachelor of Arts, Criminal Justice and Psychology (with Hons) in 2006, and my workplace experience at Manning Up, the Department of Health and the PSA&GR unit, I have demonstrated my ability to understand complex issues, work effectively with others and I have shown my ability to work within a statutory framework.

Please feel free to contact my referees, whose contact details are provided in the attached resume.

I look forward to hearing from you.

Yours sincerely

Applicant B

Curriculum Vitae

**PERSONAL INFORMATION**

**Name:** Applicant B

**Residential Address:** 2 Jones Street

Darwin

**Work Telephone:** (08) 89123456

**Mobile Number:**  0412345678

**Email:** applicant.a@nt.gov.au

**PROFESSIONAL INFORMATION**

**Office of the Commissioner for Public Employment October 2014 – Current**

**Public Sector Appeals & Grievance Reviews**

*Support Officer, AO4*

I am a current NTPS employee working in a Support Officer role with the Office of the Commissioner for Public Employment, Public Sector Appeals & Grievance Reviews (PSA&GR) Unit. This is a fixed term contract which expires on 27 August 2015. I work within a small team providing high level administrative and secretarial support on a daily basis to the Director and Grievance Managers. My duties include answering and managing all telephone enquiries, managing all administrative functions of the Public Sector Appeals Board, maintaining PSA&GR statistics and databases, providing secretariat service to Boards, developing and maintaining filing systems and electronic records, and executing basic document production. I constantly utilise my strong computer skills including typing, word processing, diary management, spreadsheet use and database management and have also learnt how to use internal systems such as Mainframe PIPS, TRIM, TRIPS and EIMS, to name just a few. Furthermore, I have demonstrated my interpersonal skills and highly developed written and verbal communication abilities which have allowed me to effectively communicate with internal and external stakeholders, while also fitting in with a small team and contributing to the workplace in an intelligent, positive, pleasant and flexible manner. I constantly manage and prioritise a large workload which includes Public Sector Appeals, Grievances and all administrative aspects of the Merit Selection Training we facilitate and in doing so I have demonstrated the ability to effectively and efficiently multi skill with minimal supervision when at times the environment can be stressful. This is my first position within the NT Government however I feel I have exhibited self-motivation, learned quickly, proven I am flexible and capable of rising to the challenge and shown initiative, adaptability and integrity.

**Department of Health August 2013 – August 2014**

*Support Officer, AO3*

This was a twelve-month contract. As Support Officer to the Executive Director, Top End Multiservices, I provided confidential and professional executive support services to the Director, as well as providing support to the AO7 and AO6 in the unit. I was required to maintain accurate records and monitor the flow of correspondence and documents by means of an Excel database. I also had to maintain meticulous client records in Excel which had to be kept constantly up to date. As first point of contact in the unit both by telephone and in person, I was required to exercise high-level interpersonal skills. I also prepared draft letters for the Director, as well as sending emails on his behalf. This position gave me the opportunity to utilise and develop my administration skills, which I was able to do successfully, so that I was offered an extension on my contract; however, I had by then been offered my current position which I was keen to take up.

**Manning Up July 2011 – July 2013**

**Veterans’ Rehabilitation Program**

*Senior Case Manager*

As Senior Case Manager I managed a large caseload of up to 35 clients daily in areas such as basic counselling, advocacy, providing emotional and practical support, and referring to relevant agencies such as Territory Housing, Mental Health Services and Human Services. This allowed me to network and interact with other professionals and agencies, such as NT Shelter, Department of Housing and Department of Health which meant I had to have the ability to multitask and prioritise clients efficiently and effectively. I was also involved in managing and coordinating shift supervisors as the Manning Up Centre needed to be supervised around the clock. I was a member of the steering committee for the 2014 NT Veterans’ summit, where I was responsible for promotion, hosting, logistics, organising speakers, and setting up presentations for Manning Up to participate in the summit. As well as case managing clients and sitting on the committee, my duties also included managing all administrative functions of the Veterans’ Program, maintaining statistics and databases, and using my well-developed verbal and written communication skills, with an eye for detail and accuracy. At all times I was reliable, maintained confidentiality, was non-judgemental and respected equal opportunities and diversity.

I was also involved in the development of new policies for the program, one example being around drugs and alcohol. Following a review of the previous policy regarding the permitted consumption of alcohol by clients and the increased number of conflicts and issues such as aggressive behaviours towards other clients and staff, I initiated an amendment to the policy which included the reduction of permitted alcohol intake by clients in the program.  Working with veterans in the Darwin region I have found that communication skills and understanding specific issues is vital in assisting clients in resolving issues and finding solutions. Language barriers, alcohol abuse and mental health issues were only some of the obstacles I had to face, but which I overcame successfully. Lastly, within my role at Manning Up I received extensive training on how to work with complex and demanding clients as well as Mental Health and Senior First Aid certificates.

**WISE Employment May 2010 – July 2011**

**Job Search Australia Provider (Department of Employment)**

*Senior Case Manager*

As a Case Manager at WISE Employment I had a case load of around 100 highly disadvantaged clients. Our funding was predominately from the Department of Employment, Education and Workplace Relations (DEEWR) and I had to prepare and submit daily reports that had to be in line with their guidelines and legislation. On top of reporting my workload involved around 10 daily client appointments which made it vital that I had excellent time management skills and was able to multi task and prioritise efficiently and effectively. The job also required a high level of written and verbal communication skills, to work with both with clients and service providers, which I exhibited frequently. Overall I provided case management support for job seekers and employers, liaised with local prospective employers, created networks to support reintegration of clients, assisted highly disadvantaged clients in their desire to find employment and interacted with them and employers to sustain employment. Lastly, I was responsible for all in-house training for clients, in particular back to work training and basic application processes for highly disadvantaged and long term unemployed clients, which I managed on top of my other responsibilities.

**Youth Support Services (YSS) January 2008 – April 2010**

**Department for Work and Pensions (United Kingdom)**

*Reintegration Officer/Office Manager*

Prior to immigrating to Australia nearly 5 years ago I worked for Youth Support Services (YSS) in the United Kingdom. My role was as a reintegration officer, focusing predominately on high risk offenders who were due for release from custody, including assisting them with reintegration back into the community. I also case managed clients in areas such as housing, government payments, health, addictions and employment and this was carried out both in a custodial setting and one on one in the community. I had to use my knowledge and experience working with legislation and within statutory frameworks to fulfil the role and we operated under these clearly defined legislative frameworks, including The Criminal Justice and Immigration Act (2008) and various Equal Opportunity legislation. Important aspects of my role were to maintain confidentiality, be non-judgemental, be reliable and to respect equal opportunities and diversity. In addition to my duties as Reintegration Officer I was also the Office Manager and in that role I coordinated 2 community case workers who managed a large caseload of offenders in the community. I also managed and maintained the internal databases, developed and kept up filing systems and electronic records and utilised strong computer skills including typing, word processing, and diary management. Lastly, I was in charge of reviewing and updating health and safety policies and ensuring they were observed and adhered to, all of which I did to a high standard.

**Software competency**

* Mainframe PIPS
* Microsoft Office Word
* Microsoft Office Excel
* Microsoft Office PowerPoint
* Microsoft Outlook
* Internet Explorer
* EIMS
* TRIPS
* TRIM
* eRecruit

**EDUCATION/QUALIFICATIONS:**

**Bachelor of Arts**

**Criminal Justice and Psychology Degree with Honours**

**James Cook University (2003 – 2006)**

* + - Contemporary British Politics
    - Contemporary Global Politics
    - English Legal System
    - Rights and the Constitution
    - Criminal Law
    - Theories of Punishment
    - Issues in Social Psychology
    - Abnormal Psychology
    - Psychological Research
    - Victimology and Victimisation
    - Identity and Subjectivity
    - Cognitive Psychology
    - Developmental Psychology

**FURTHER TRAINING:**

* NT C Class Drivers Licence
* OCHRE Working with Children Check
* Senior First Aid
* ASSIST Mental Health/Suicide First Aid
* Working with Complex and Demanding Clients
* Conflict Resolution
* Managing Occupational Violence
* Drug and Alcohol Intervention
* Dealing with Offending Behaviour

**REFEREES**

**Name:** xxx

**Position:** xxx

**Company:** xxx

**Telephone:** xxx

**Email:** xxx

**Name:** xxx

**Position:** xxx

**Company:** xxx

**Telephone:** xxx

**Email:** xxx