



Position Description

Classification:	APS3
Position Title:	Administrative Officer, Onshore Delivery Team
Position Number:	Various
Group/Division:	Immigration Group Refugee Humanitarian & Settlement Division
Branch/Section:	Humanitarian Program Operations Branch Onshore Delivery Team
Size of Team:	Varying
Reports to:	APS6 Manager, Onshore Delivery Team
Location:	Parramatta
Security Classification:	Baseline
Date PD finalised:	

Section Overview

The Onshore Delivery Team (ODT), in conjunction with the Humanitarian Program Operations Branch and the overseas network, delivers the Community Support Program (CSP) and the Certified LEE caseload. The CSP and LEE form part of Australia's Refugee and Humanitarian Program. The ODT comprises case officers and administration officers.

The Section is flexible and responsive in order to achieve deliverables within fluctuating program parameters and within a nationally endorsed processing model. The Section is committed to consistency, continuous improvement, best practice and good client service.

Position Summary

An APS3 Administration Officer works under general supervision to process protection visa applications using departmental systems. They conduct a range of service delivery and administration activity, including capturing the data requirements of applicants in line with standard operating procedures and responding to client email and postal enquiries.

Specific Duties / Responsibilities

Successful performance in the role of an APS3 officer within the ODT requires technical, professional or specialist knowledge of legislation and policy relevant to the registration and assessment of XB visa applications while exhibiting good judgement to take responsibility for determining the priority and processing stream of incoming visa applications. This involves:

- ensuring new applications are registered accurately, checked for validity and assessed for either priority 'single processing' or general handling streams;
- identifying complex, sensitive or priority cases and integrity risks and escalating such matters to the supervisor and / or broader management team;
- issuing acknowledgment letters within timeframes for general processing applications
- undertaking mail duties including checking and signing for registered and couriered mail and confirming that the correct mail is received;
- responding to email enquiries in the mailbox with clear, accurate and courteous responses within established timeframes. Where possible, use the template email drafts in response to enquiries and forward complex / sensitive emails to supervisor for consideration;
- conducting telephone enquiries with certain application proposers to confirm an applicant's link to Australia and pursue additional information as is deemed necessary.

In undertaking all duties it is, imperative that an officer maintain and update all client information and administrative actions taken on Departmental systems in a timely and accurate manner.

Role Requirements / Qualifications

- Ability to interpret and apply legislation and policy.
- A focus on customer service excellence and willingness to undertake client-facing tasks.
- Demonstrates professional impartiality and fairness when assessing information and working with clients.
- Displays a high degree of attention to detail.
- Demonstrated resilience in dealing with sensitive matters in a confidential professional environment.
- Ability to use or adeptly learn how to use various departmental IT systems.

Mandatory Core Capabilities

This position has been assessed in accordance with the APSC Role Evaluation Framework. To perform the job successfully, an individual should demonstrate the capabilities, skills and knowledge, and adhere to all relevant aspects described by:

[Work Level Standards](#)

[ILS - A guide to the Integrated Leadership System](#)

[Home Affairs Professional Standards and Integrity Framework](#)

[APS Legislative Requirements](#)

[APS Values and Code of Conduct](#)



Position Description

Classification:	APS4
Position Title:	Administrative Officer, Onshore Delivery Team
Position Number:	Various
Group/Division:	Immigration Group Refugee Humanitarian & Settlement Division
Branch/Section:	Humanitarian Program Operations Branch Onshore Delivery Team
Size of Team:	Varying
Reports to:	APS6 Manager, Onshore Delivery Team
Location:	Parramatta
Security Classification:	Baseline
Date PD finalised:	

Section Overview

The Onshore Delivery Team (ODT), in conjunction with the Humanitarian Program Operations Branch and the overseas network, delivers the Community Support Program (CSP) and the Certified LEE caseload. The CSP and LEE form part of Australia's Refugee and Humanitarian Program. The ODT comprises case officers and administration officers.

The Section is flexible and responsive in order to achieve deliverables within fluctuating program parameters and within a nationally endorsed processing model. The Section is committed to consistency, continuous improvement, best practice and good client service.

Position Summary

An APS4 Administration Officer works under general supervision to process protection visa applications using departmental systems. They conduct a range of service delivery and administration activity, including capturing the data requirements of applicants in line with standard operating procedures and responding to client email and postal enquiries.

Specific Duties / Responsibilities

Successful performance in the role of an APS4 officer within the ODT requires technical, professional or specialist knowledge of legislation and policy relevant to the registration and assessment of XB visa applications while exhibiting good judgement to take responsibility for determining the priority and processing stream of incoming visa applications. This involves:

- ensuring new applications are registered accurately, checked for validity and assessed for either priority 'single processing' or general handling streams;
- identifying complex, sensitive or priority cases and integrity risks and escalating such matters to the supervisor and / or broader management team;
- issuing acknowledgment letters within timeframes for general processing applications
- Creating spreadsheets and grant packages and providing administration support to case officers
- Scheduling interviews and sending invitations to applicants to attend and ensuring case officers are aware of all changes in schedules
- undertaking mail duties including checking and signing for registered and couriered mail and confirming that the correct mail is received;
- responding to email enquiries in the mailbox with clear, accurate and courteous responses within established timeframes. Where possible, use the template email drafts in response to enquiries and forward complex / sensitive emails to supervisor for consideration;
- conducting telephone enquiries with certain application proposers to confirm an applicant's link to Australia and pursue additional information as is deemed necessary.

In undertaking all duties it is, imperative that an officer maintain and update all client information and administrative actions taken on Departmental systems in a timely and accurate manner.

Role Requirements / Qualifications

- Ability to interpret and apply legislation and policy.
- A focus on customer service excellence and willingness to undertake client-facing tasks.
- Demonstrates professional impartiality and fairness when assessing information and working with clients.
- Displays a high degree of attention to detail.
- Demonstrated resilience in dealing with sensitive matters in a confidential professional environment.
- Ability to use or adeptly learn how to use various departmental IT systems.

Mandatory Core Capabilities

This position has been assessed in accordance with the APSC Role Evaluation Framework. To perform the job successfully, an individual should demonstrate the capabilities, skills and knowledge, and adhere to all relevant aspects described by:

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[APS Legislative Requirements](#)

[APS Values and Code of Conduct](#)



Position Description

Classification:	APS5
Position Title:	Humanitarian Visa Decision and Program Support Officer
Position Number:	Various
Group/Division:	Immigration Group Refugee, Humanitarian and Settlement Division
Branch/Section:	Humanitarian Program Operations Branch
Size of Team:	Varying
Reports to:	APS6 Humanitarian Visa Decision and Program Support Officer
Location:	Parramatta
Security Classification:	Baseline
Date PD finalised:	

Section Overview

The Onshore Delivery Team (ODT), in conjunction with the Humanitarian Program Operations Branch and the overseas network, delivers the Community Support Program (CSP) and the Certified LEE caseload. The CSP and LEE form part of Australia's Refugee and Humanitarian Program. The ODT comprises case officers and administration officers.

The Section is flexible and responsive in order to achieve deliverables within fluctuating program parameters and within a nationally endorsed processing model. The Section is committed to consistency, continuous improvement, best practice and good client service.

Position Summary

An APS5 Humanitarian Visa Decision and Program Support Officer in the ODT support the assessment of CSP and LEE visa applications that are complex and sensitive.

The specific requirements and duties of the role are outlined below.

Specific Duties / Responsibilities

Specific duties may include:

- Initial assessment of Certified LEE cases, ensuring all clients meet the requirements for grant including validity of application, confirming each Primary applicant holds a LEE certification letter from either Defence or AFP.
- Request health and biometrics or RFI's being sent,
- Assist with the team mailboxes¹ and action emails in an accurate and timely manner, including referring new applications to the Administration officer for registration.
- Initial assessment of CSP cases, ensuring all clients meet the requirements for grant of a Global Special Humanitarian (subclass 202) visa under the CSP, including being proposed by an APO and having a pathway or offer of employment,
- Scheduling interviews for CSP applicants

Role Requirements/Qualifications

- Demonstrated research and analytical skills.
- Ability to interpret and apply complex legislation and policy.
- Excellent written and oral communication skills.
- Demonstrated resilience in dealing with sensitive and serious matters in a confidential professional environment.
- Ability to use or adeptly learn how to use various departmental IT systems.
- Excellent time management skills and a demonstrated ability to work to deadlines.
- Ability to manage a varied caseload in a timely and efficient manner in accordance with agreed performance expectations.
- Ability to provide expertise and technical knowledge on legislative frameworks, working both independently and in a team environment.

Mandatory Core Capabilities

This position has been assessed in accordance with the APSC Role Evaluation Framework. To perform the job successfully, an individual should demonstrate the capabilities, skills and knowledge, and adhere to all relevant aspects described by:

[Work Level Standards](#)

[ILS - A guide to the Integrated Leadership System](#)

[Home Affairs Professional Standards and Integrity Framework](#)

[APS Legislative Requirements](#)

[APS Values and Code of Conduct](#)

¹ Afghan LEE mailbox (Afghanlee.amman@dfat.gov.au); XB Offshore Taskforce (xboffshoretaskforce@homeaffairs.gov.au) and the Ukraine response (Ukraine.Humanitarian@homeaffairs.gov.au)



Position Description

Classification:	APS6
Position Title:	Humanitarian Visa Decision and Program Support Officer
Position Number:	Various
Group/Division:	Immigration Group Refugee, Humanitarian and Settlement Division
Branch/Section:	Humanitarian Program Operations Branch
Size of Team:	Varying
Reports to:	Assistant Director, Offshore Humanitarian Program
Location:	Parramatta
Security Classification:	Baseline
Date PD finalised:	

Section Overview

The Onshore Delivery Team (ODT), in conjunction with the Humanitarian Program Operations Branch and the overseas network, delivers the Community Support Program (CSP) and the Certified LEE caseload. The CSP and LEE form part of Australia's Refugee and Humanitarian Program. The ODT comprises case officers and administration officers.

The Section is flexible and responsive in order to achieve deliverables within fluctuating program parameters and within a nationally endorsed processing model. The Section is committed to consistency, continuous improvement, best practice and good client service.

Position Summary

An APS6 Humanitarian Visa Decision and Program Support Officer in the ODT works under limited direction to assess and determine CSP and LEE visa applications that are complex and sensitive and provide assistance to their EL1 with reporting and program management duties.

APS6 officers may supervise a team. They ensure quality assurance and control on products, implement plans to improve processes, contribute to training development and are responsible for performance management.

The specific requirements and duties of the role are outlined below.

Specific Duties / Responsibilities

Specific duties may include:

- Initial assessment of Certified LEE cases, ensuring all clients meet the requirements for grant including validity of application, confirming each Primary applicant holds a LEE certification letter from either Defence or AFP.
- Assess the merits of the application to determine whether it satisfies the initial claims assessment in order to progress the case. Consider the cases against all the PIC criteria's and make the relevant referrals (VACCU, SCA) if needed.
- Progressing each case to health and biometrics being requested or RFI's being sent, which includes managing the TOLL pre-grant activation spreadsheet to enable support staff to initiate TOLL service delivery to applicants.
- Manage the team mailboxes¹ and action emails in an accurate and timely manner, including referring new applications to the Administration officer for registration.
- Initial assessment of CSP cases, ensuring all clients meet the requirements for grant of a Global Special Humanitarian (subclass 202) visa under the CSP, including being proposed by an APO and having a pathway or offer of employment,
- Scheduling and undertaking interviews for CSP applicants
- Manage the workflow of junior team members.
- Assistance with reporting and data analysis as required to support Program Management.

Role Requirements/Qualifications

- Demonstrated research and analytical skills.
- Ability to interpret and apply complex legislation and policy.
- Excellent written and oral communication skills.
- Demonstrated resilience in dealing with sensitive and serious matters in a confidential professional environment.
- Ability to use or adeptly learn how to use various departmental IT systems.
- Excellent time management skills and a demonstrated ability to work to deadlines.
- Ability to manage a varied caseload in a timely and efficient manner in accordance with agreed performance expectations.
- Ability to provide expertise and technical knowledge on legislative frameworks, working both independently and in a team environment.

Mandatory Core Capabilities

This position has been assessed in accordance with the APSC Role Evaluation Framework. To perform the job successfully, an individual should demonstrate the capabilities, skills and knowledge, and adhere to all relevant aspects described by:

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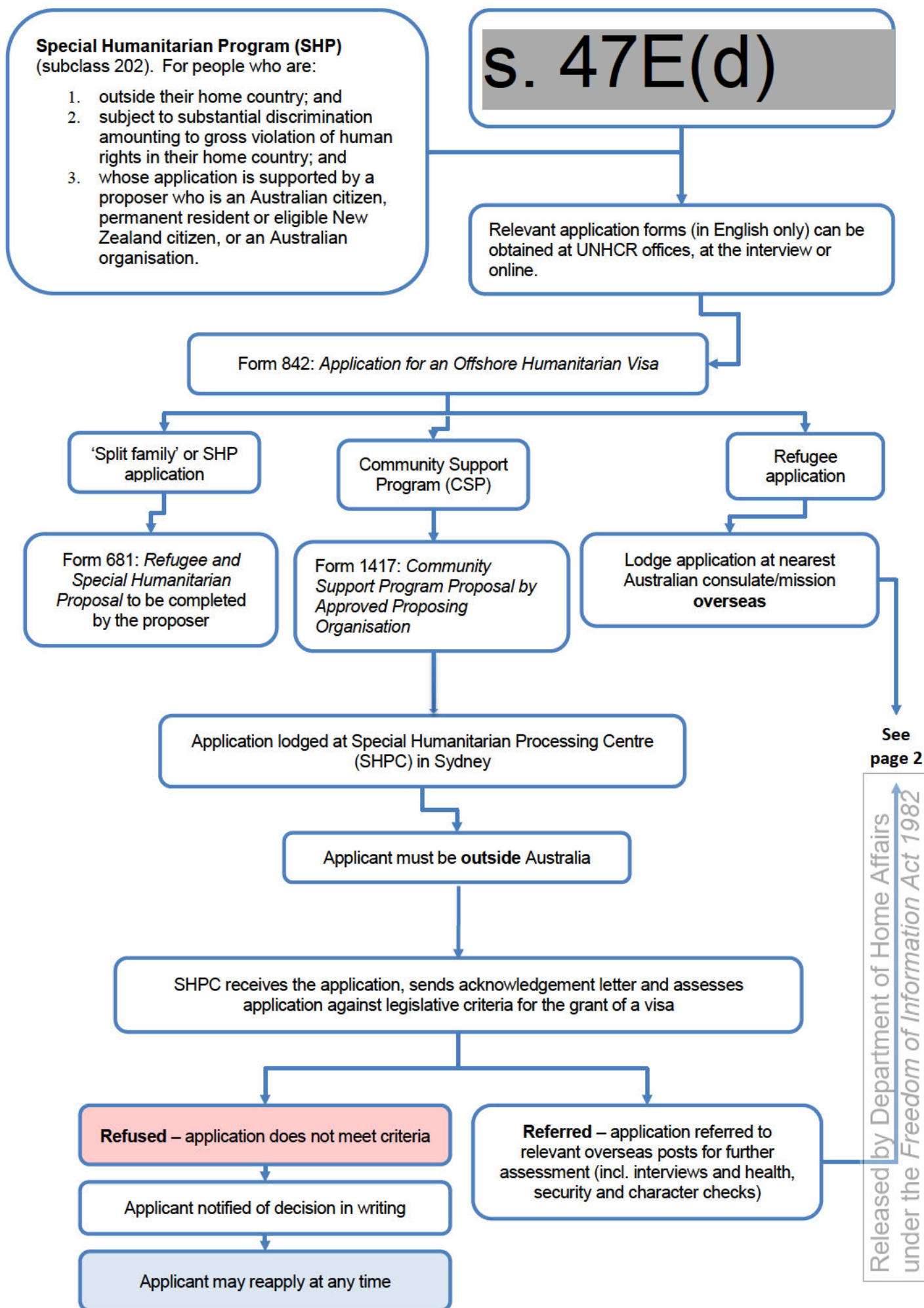
[Home Affairs Professional Standards and Integrity Framework](#)

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Class XB - Visa Application Process – August 2019



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