

Position description – Centrelink Agency Administrator

Revised March 2026

Position: Centrelink Agency Administrator	Hours: Hours may vary between Monday – Friday 9am – 3:30pm	Commences: March 2026
Employment Type: Casual	Award, Classification and Salary: Neighbourhood House and Adult Community Education Collective Agreement 2016 Social and Community Service Employees Level 2.2 Paid at Award \$44.59 (casual rate)	
Reports to: CCH Executive Officer and Office Coordinator	Liases with: Services Australia staff, other CCH Centrelink Admin team members, CCH office staff, selected stakeholders	

Castlemaine Community House (CCH) is one of over 400 community houses in Victoria. Also called neighbourhood houses and learning centres, these local organisations provide social, educational and recreational activities for their communities in a welcoming environment.

Through collaboration, Castlemaine Community House contributes to strengthening social connection, community wellbeing and cultivates a community that values sustainability, inclusivity and social justice.

It achieves this through bold and innovative approaches to community development, offering social support services, lifelong learning opportunities, and fostering partnerships to build and promote an inclusive, diverse, equitable, healthy and sustainable community.

Project Details:

The Services Australia (Agency) at CCH operates Monday to Friday 9am – 3:30pm and provides assistance with questions relating to MyGov, scanning and uploading documents, printing forms and fact sheets, reply paid Medicare envelopes as well as verifying identify documents.

Position Objectives:

- Provide a high level of customer service and support to users of the Centrelink Agency (managed by Castlemaine Community House) in line with DHS policies and procedures.
- Record data for every client interaction in Services Australia’s portal.
- Provide a holistic “no wrong door” approach to customer service when possible, providing support and referral advice outside of the Centrelink boundaries.
- Maintain a list of up to date internal and external services, programs and supports of relevance to CCH clients, so as to provide current and correct information.

Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.



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Key Selection Criteria:

- Customer service delivery
- Professional phone, face-to-face, and written communication
- Active listening to understand customer needs, especially when situations are sensitive or stressful
- Data collection and reporting
- Advanced digital literacy and computer skills (web use, completing forms, word and e-mails and fax)

Desirable skills:

- Knowledge of MyGov and Centrelink Online Services
- Managing and de-escalating clients with challenging behaviours
- Work respectfully with people from diverse cultural, linguistic, and socioeconomic backgrounds