

Northern Peninsula Area Regional Council

POSITION DESCRIPTION

Position number	TBA	Date of last review	February 2026
Position Title	IKC Worker/ Centrelink		
Award	<i>Queensland Local Government Industry (Stream A) Award – State 2023</i>		
Classification	Band 1 Level 1 – 4 (Dependant on Skills and Qualifications)		
Division	Community and Regulatory Services		
Section	IKC		
Location	NPA Region		
Employment Type	Full Time, Permanent		
Hours of Duty	36.25 hours per week		
Supervisor	IKC Supervisor		
Direct Reports	Nil		

ORGANISATIONAL ENVIRONMENT

Mission: To support the provision of high standard local government services and economic growth of the Northern Peninsula Area through the sustainable use, development and management of land, water, and native vegetation resources, whilst protecting the rights and interests of both the individual and the community.

Vision: With Respect and pride we will build a future for our children based on unit, equitable self-governance, education, and culture.

Responsibilities: The Council is charged with the responsibility of ensuring a wide range of local government services are available throughout the communities of the Northern Peninsula Area including housing, kerb-side collection of rubbish and land-fill disposal, potable water supplies and effective wastewater disposal systems.

The NPARC must collaborate closely with the community and funding agencies to ensure the necessary resources are available for these purposes.

PRIMARY OBJECTIVE OF POSITION

To lead the efficient daily operations of the Indigenous Knowledge Centre (IKC) and Centrelink agency, fostering a high-engagement environment that promotes knowledge sharing, digital literacy, and equitable access to essential government services for the community.

1. Indigenous Knowledge Centre (IKC) Operations

1. *Facility & Resource Stewardship:* Manage the daily opening, securing, and maintenance of the IKC; ensure the security of physical and digital resource materials while providing a safe, welcoming environment for all visitors.

2. *Cultural & Historical Curation*: Proactively develop IKC resources by facilitating community contributions to historical and contemporary records, ensuring the preservation of local NPA knowledge and culture.
3. *Library & Information Services*: Deliver an efficient library function, providing high-quality information services and creating an informative space that promotes the IKC's value within the community.
4. *Program Design & Delivery*: Initiate and coordinate community programs—including literacy, numeracy, language, and arts and culture initiatives—to drive local development.
5. *Regional Collaboration*: Contribute to the broader network of IKCs across the NPA (Bamaga, Umagico, Injinoo, New Mapoon, Seisia) to ensure a unified approach to knowledge management
6. *Library & Information Services*: Deliver an efficient library function, providing high-quality information services and creating an informative space that promotes the IKC's value within the community.
7. *Program Design & Delivery*: Initiate and coordinate the delivery of key community programs, including literacy, numeracy, language, and arts and culture initiatives, to drive community development.
8. *Regional Collaboration*: Contribute to the broader network of IKCs across the Northern Peninsula Area (NPA) to ensure a unified approach to knowledge management.

2. Centrelink Agency Management

- *Service Delivery & Accessibility*: Maintain Centrelink services for a minimum of 2.5 hours each business day, providing reliable face-to-face and telephonic support for client enquiries.
- *Client Advocacy & Education*: Empower customers by explaining rights and obligations, identifying appropriate payments via official channels, and directing complex cases to the Centrelink Specialist Officer network.
- *Digital Transformation*: Proactively encourage and educate community members on the use of Centrelink online services to increase digital independence.
- *Compliance & Reporting*: Review customer documentation for accuracy, facilitate urgent payment notifications, and ensure all monthly reporting is submitted via required online portals.
- *Stakeholder Liaison*: Act as the primary interface between Centrelink and the local community, ensuring facilities are professional and stocked with current information and resources.

3. Systems & Administration (NPARC Standard)

- *Digital Workflow & Record Keeping*: Accurately manage and update all assigned tasks and community statistics within the Mentor system (or relevant agency portal), ensuring real-time data integrity for Council and partner reporting.

SELECTION CRITERIA

- **Compliance & Safety**: Must hold a current Queensland Blue Card (Working with Children Check) and a commitment to maintaining a safe community environment.
- **Cultural & Historical Expertise**: Deep understanding of NPA Indigenous culture and contemporary issues, with the ability to identify and preserve local history and community records.
- **Agency Service Knowledge**: Proven understanding of Services Australia/Centrelink payments and services, with the ability to navigate complex government systems.
- **Community Engagement**: Demonstrated ability to engage diverse age groups, facilitate IKC programs, and manage a professional, inclusive office environment.

