

CENTRELINK LIAISON OFFICER/ ADMINISTRATION ASSISTANT FULL-TIME

We Help Ourselves (WHOS) located in Lilyfield NSW, provides a range of evidence based therapeutic programs aimed at achieving recovery from alcohol and other drug dependence, incorporating harm reduction and co-existing mental health initiatives. WHOS utilises the therapeutic community model of care as well as other services such as transitional housing, skills training, educational programs and specialist health services.

Role Summary:

This role will see you work as a part of a close knit and friendly team who are responsible for liaising with Centrelink and other government bodies to ensure timely payment of client service fees, maintaining the client financial records and liaising with clients on all financial enquiries. This role also provides broad administration support across the organisation through duties such as event support, inventory and database management and daily maintenance of the office.

Key Responsibilities

- Handle all client enquiries, payments and data related to Centrelink
- Financial duties include but are not limited to; petty cash, reimbursements, preparing of financial records for audits, end of month, banking, reporting and purchase orders
- Admin responsibilities of database management, mail organisation and distribution,
- inventory management and other ad hoc administration duties

Essential Criteria:

- Clean drivers' licence
- Team player attitude with the ability to build rapport with varying levels of stakeholders
- Sensitivity to issues relating to addiction
- Excellent attention to detail and experience with cash handling
- Exceptional communication and customer service skills
- Proficiency with the Microsoft Office Suite, particularly Microsoft Excel
- The ability to work in a dynamic environment with excellent organisation and time management skills

Remuneration: according to the SCHADS Award

Aboriginal and Torres Strait Islander people are encouraged to apply. Please note applicants must also have the right to work in Australia and be willing to provide a current National Police Clearance Check.

If this sounds like something that you would be interested in, please forward your application addressing the position criteria, and your resume, to Jen Grindell (jen.grindell@whos.com.au)

CLOSING DATE: Friday 28th November 2025