



POSITION DESCRIPTION

Position Title:	Administration Officer
Department:	Family Day Care
Date:	October 2018
Reporting To:	Children's Services Manager, Family Day Care
Positions Reporting to this role:	Nil
Internal Liaisons:	Family Day Care staff, ECEC Staff, Business Support Unit, Leadership Team
External Liaisons:	Family Day Care Educators, State Government, Commonwealth Government, Reporting Software providers, families.

Company Overview

The Infants' Home Child and Family Services is a dynamic community-based organisation, with a long tradition and strong sense of contemporary pathways focussing on best practice and research initiatives. We provide integrated early childhood services in an inclusion ethos wherein 30% of our services are targeted to children and families experiencing a range of additional support needs.

The values of The Infants' Home Child & Family Services are integrity, diversity, collaboration and innovation. Central to the work of all staff is ethical practice, which includes:

- Demonstrating mutual respect for colleagues, children, families and management
- Maintaining confidentiality of information
- Using open and honest communication
- Being a supportive member of the program team and the organisation

Purpose/Key Objectives

1. Provide timely and accurate reporting of attendances as required under the Child Care Subsidy legislation.
2. Provide effective administrative and office support to the Family Day Care service.

Responsibilities:

- 1. To accurately report service attendances and administer Child Care Subsidy (CCS)**
 - Process fortnightly attendances as required under the Family Assistance legislation
 - Liaise with Educators and families in regard to adjustment to attendances
 - Administer Child Care Subsidy payments to Educators
 - Ensure child enrolment requirements are met with regard to relevant regulations and laws
 - Collect Parent and Educator levies from CCS disbursements and invoice Educators
- 2. Effective Administrative and office support**
 - Maintain and update CCMS database
 - Manage weekly vacancy reporting
 - Manage CCS application in accordance with required legislation
 - Liaise with new Educators in training for electronic reporting
 - Liaise with Educators and parents in regard to fees, bookings, sign on pins and payments
 - Maintain professional, friendly communication as the first point of call for all external enquiries
 - Maintain confidentiality

- Ensure records and archive management complies with Education and Care Services Laws and regulations
- Reconciliation of levies and fees made to Family Day Care
- Order and manage stationery and office provisions
- Ensure child records are up to date including immunisation
- Maintain records of Educator training
- Assist in the development, implementation and maintenance of administrative and information forms
- Maintain up to date knowledge on all reporting software
- All other office support tasks as required by the Hub Coordinator or Service Manager
- Participate actively in the service Quality Improvement Plan

3. Professional Conduct

- Exercise due care, skill and judgement and act at all times in accord with applicable professional ethics, principles, legislation and standards
- Be involved in regular performance appraisals and individual training plans
- Work at all times within the guidelines of policies and procedures of The Infants' Home
- Identify and attend relevant continuing education and professional development opportunities

4. Compliance and Organisational Requirements

Ensure activities within the area of responsibility comply with:

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| • Family Assistance Legislation Amendment (Jobs for Families Child Care package) Act 2017 | • National Quality Standards |
| • Education and Care National Law and Regulations | • Early Years Learning Framework |
| • Work Health and Safety legislation | • Child Protection Legislation |
| | • The Infants' Home vision, mission, policies, procedures and strategic goals |

5. Risk Management

- Follow policies and procedures to ensure compliance
- Maintain a safe, healthy and clean environment
- Identify hazards and take action to remove these hazards
- Ensure that all of the Work Health and Safety requirements are met
- Identify risks and report them in a timely manner

6. General

- Carry out all duties, responsibilities and specific tasks related to the role as well as specific duties allocated by the Children's Services Manager - Family Day Care, CEO
- Work towards the organisation's strategic plan of service quality, service growth and service sustainability
- Attend meetings as required

Essential Criteria

Qualifications/Experience

- Evidence of training and experience in Office Administration
- At least 2 years in Family Day Care/Early Childhood or similar administrative roles
- Current Working with Children Check (*or willingness to obtain*)
- Current Police Check (*or willingness to obtain*)
- Current PRODA registration identification number (*or willingness to obtain*)

Knowledge, Skills and Attitude

- Proven communication, teamwork and conflict resolution skills
- Working knowledge of the Children (Education and Care National Law Application) Act, Education and Care National Regulations and National Quality Standards preferred but not essential
- Have the ability to participate as a member of a team and to exercise professional judgment in crisis situations
- Demonstrate respect for all cultural backgrounds

I have read and agree to undertake the duties as outlined:

Name

Signature

Date