



POSITION DESCRIPTION

POSITION TITLE:	Senior Administration Officer Full time 38 hours per week
CLASSIFICATION:	Band 4.3
DIVISION:	Windermere Family Day Care
PROGRAM:	Family Day Care & In Home Childcare
LOCATION:	Pakenham as well as work performed at the request of the agency at any Windermere location
TENURE:	3 year employment contract
DATE:	February 2012

1. HISTORY

Windermere Child & Family Services started with the formation in 1851 of what later became known as the Melbourne Orphanage in Windermere Crescent, Brighton – hence our name Windermere. Today, we are a secular, Not-For-Profit that continues to work with some of the most at risk, underprivileged and disadvantaged children and families in our community.

We work with children, individuals and families that are struggling with extreme issues such as physical, emotional and sexual abuse, neglect, family breakdown, suicide, unemployment, lack of housing, drug addiction, the affects (victims) of crime, and caring for loved ones with a disability and their families.

Our range of services and programs include:

- Counselling; for individuals and families
- Family Violence Counselling; for children and adults
- Disability Support Services; for those severely disabled
- Early intervention services for children with developmental delays
- Integrated Family Services; for parents and carers who are affected by the family's capacity to function
- Victims Assistance and Counselling Program; a program which assists victims of violent crime to manage the impact of that crime
- Housing Support; for families who are facing homelessness
- Family Day Care; a vital alternative to child care where carers look after children in the carer's home
- Communities for Children
- In Home Child Care: for families needing care in their own home

- Allied Health, including Psychology, Speech Therapy, Occupational Therapy and Physiotherapy; for community and corporate sectors.

With headquarters at Narre Warren in Melbourne’s southeast, Windermere assists thousands of kids and families. We work in arguably Australia’s fastest growing urban corridor, where demand for our services is increasing at an alarming rate. With a staff of over 100, we provide services from nine locations with major centres at Narre Warren, Cranbourne, Pakenham, Berwick Hampton and Officer. The area in which we work encompasses 10 municipalities and a population of around 1.2 million people.

2. OUR MISSION AND VALUES

Windermere improves wellbeing in children, families and communities by helping to realize their potential, building resilience and connecting people to the community.

The following values help us achieve this mission:

- Leading with courage
- Striving to make a difference
- Recognising and building on people’s strengths
- Being learning focused
- Working together through caring partnerships
- Encouraging people to seek meaningful connections
- Equality of access

3. POSITION OBJECTIVES, KEY RESULT AREAS, RESPONSIBILITIES and PERFORMANCE MEASURES

Objectives – Key Result Areas	Responsibilities	Performance Measures
Administration Support	<ul style="list-style-type: none"> • To provide comprehensive and efficient administrative support for Manager Windermere Family Day Care and In Home Childcare. • Develop, implement and maintain consistent administration procedures for Family Day Care & In Home Childcare that meet policy and practice and all relevant government & funding body regulations. • Handle telephone and face-to-face enquiries, providing information and where necessary, referral to other appropriate Windermere services. • Accept invoices and organize payments in accordance with Windermere internal controls and processes. 	<ul style="list-style-type: none"> • Support provided to Windermere Family Day Care and In Home Childcare manager in a timely and accurate manner. • Develop, document and maintain procedures covering all facets of the Family Day Care and In Home Childcare administration tasks. Communicate and provide training and on going support as required to team. • Timely professional attention is given to all enquiries. • Accounts are checked and submitted with information required to corporate services in a timely manner.

	<ul style="list-style-type: none"> • All communications to be answered, screened, prioritized and directed to relevant staff member efficiently. • Ensure Family Day Care team office is clean, tidy, professional with a client sensitive appearance at all times and attend to any needs promptly. • To liaise with finance services each fortnight regarding operational funding. To supply a figure each fortnight for each service for expected operational funding each fortnight. • To work with the Childcare benefit compliance team through any audit or investigation process. 	<ul style="list-style-type: none"> • Communications to reach relevant staff member in a timely manner generally the same business day. • The Family Day Care office is clean and has visual matter reflecting the National Quality Framework – and supports connection between staff, educators and families. • Operational funding expectations documented, tracked and reconciled with finance. • Compliance audits/investigations to be handled in a professional manner and given priority attention.
Supervise administration team	<ul style="list-style-type: none"> • Supervise administration team. • Formally supervise administration officers. • To assist Manager with formal appraisals for the administration team members according to Windermere policy and practice. • To provide professional development support to administration team. • Coordinate leave for administration team ensuring that educator payments are not disrupted. • To facilitate monthly administration team meeting. • Ensure that timesheets are processed correctly and in line with all childcare benefit legislation. 	<ul style="list-style-type: none"> • Administration staff is supervised on a day to day basis. • Administration staff receives formal supervision sessions each month. • Administration staff to have been appraised through Windermere appraisal process – with Manager. • Administration staff to have been supported through professional development to strengthen skills and ability within team. • To approve leave and organize relief rosters that cover leave taken during timesheet processing week with administration officers. • To schedule a monthly administration meeting – to have current appointments with administration team in outlook. To effectively chair meetings – with a focus on a smooth running administration department. • Attendance records are submitted via the Childcare Management System (CCMS) as per Childcare Benefit legislation (CCB).

	<ul style="list-style-type: none"> • Ensure educator payments are made on time. • To oversee the distribution of administration work to administration team. • Oversee the quality control of Family Day Care documents and administration practices. • To monitor administration tasks and ensure that systems/practice support tasks being achieved on time. 	<ul style="list-style-type: none"> • Educators are paid correctly on time. • Administration tasks managed effectively – to ensure deadlines are met. • Monitor documents and task quality outcomes and to address any areas of concern regarding administration practice with administration officers as needed. • To oversee timelines – and workflow within administration team.
To accurately process Family Day Care and In Home Childcare educator timesheets	<ul style="list-style-type: none"> • Collection and checking of timesheets • Data entry of timesheets • Submission of attendance records via the childcare management system. • Payment files submission to corporate services. • Checking that payments are sent to the bank by corporate services. 	<ul style="list-style-type: none"> • Timesheets are checked thoroughly and only timesheets with correct authorizations are processed. • Data entry is achieved within service calendar dates. • Payments are made to educators on time as listed on service calendar. • Ensure that email is received from corporate services confirming payment is made for FD C and IHCC payments each payment fortnight.
Marketing support	<ul style="list-style-type: none"> • Undertake project work for Family Day Care and In Home Childcare including service promotion, follow up and presentations for service. • Liaise and work with marketing department to represent service. 	<ul style="list-style-type: none"> • To have successfully undertaken projects as requested by Manager – with quality work and a helpful attitude. • To work as team representative with the marketing department.
Recruitment support	<ul style="list-style-type: none"> • Manage bookings for new educator interviews. • Conduct reference checks for new educators. • Assist in the educator induction process as required. 	<ul style="list-style-type: none"> • Educator interviews booked – with Manager and one other. Interview room organised. • Reference checks conducted as supplied by Manager. • Assist as required with administration of new educator induction process – through administration training – organizing resources as required.

<p>Team Member</p>	<ul style="list-style-type: none"> • To work within the Family Day Care and In Home Childcare team as a helpful, friendly and contributing team member. 	<ul style="list-style-type: none"> • To understand Childcare Benefit administration and legislative requirements. • To understand the National Quality Framework requirements of a Family Day Care Service. • To have a friendly helpful can do approach at work.
<ul style="list-style-type: none"> • Work inline with Windermere's organizational expectations and directives in relation to policies and procedures and the agencies mission, vision and values. 	<ul style="list-style-type: none"> • To familiarize yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Code of Ethics, Human Resources policies and guidelines and Occupational Health and Safety obligations • To attend on prearranged dates around supervision and agency wide training, including agency forums and be actively involved in the 6 week performance review, 3 and 6 month probationary review and a recurring annual performance review with the relevant supervisor • Work within the Windermere Well-being Framework in accordance with the principles of Appreciative Inquiry and the Strengths Based Approach. • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the agency, and will implement CQI strategies into their work practices • Meet the challenges of change as it occurs within the service and agency. • To attend compulsory training courses set by the agency and the immediate supervisor 	<ul style="list-style-type: none"> • A committed employee operating within the Code of Conduct, Code of Ethics, Human Resource policies and procedures and OH+S responsibilities. • 100% attendance at performance reviews. • Exhibit workplace practice, actions and behaviors in line with Windermere's Well-being Framework. • Ensure work practices are not in contravention to Windermere's Continuous Quality Improvement principles. • To positively embrace and adopt change as it occurs. • To ensure arrangements are made so that 100% of compulsory courses are attended.

The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the agencies operational needs.

Where there is inconsistency between KPI's in this Position Description and those within the Agency Objectives, the Agency Objectives will stand.

4. JUDGEMENT & DECISION MAKING

The incumbent is expected to work without direct supervision and receives direction in the day to day functioning of their program. It is expected that objective judgments be shown in all decision-making processes with reference to Windermere's policy and procedure manuals.

- Day to day decisions will be expected to ensure the adequate supervision and safety of staff and clients involved in this program.
- Problem solving, within area of expertise, and decisive actions will often be needed.
- Guidance and advice in relations to difficult matters will be available within an appropriate time frame from either the immediate supervisor.

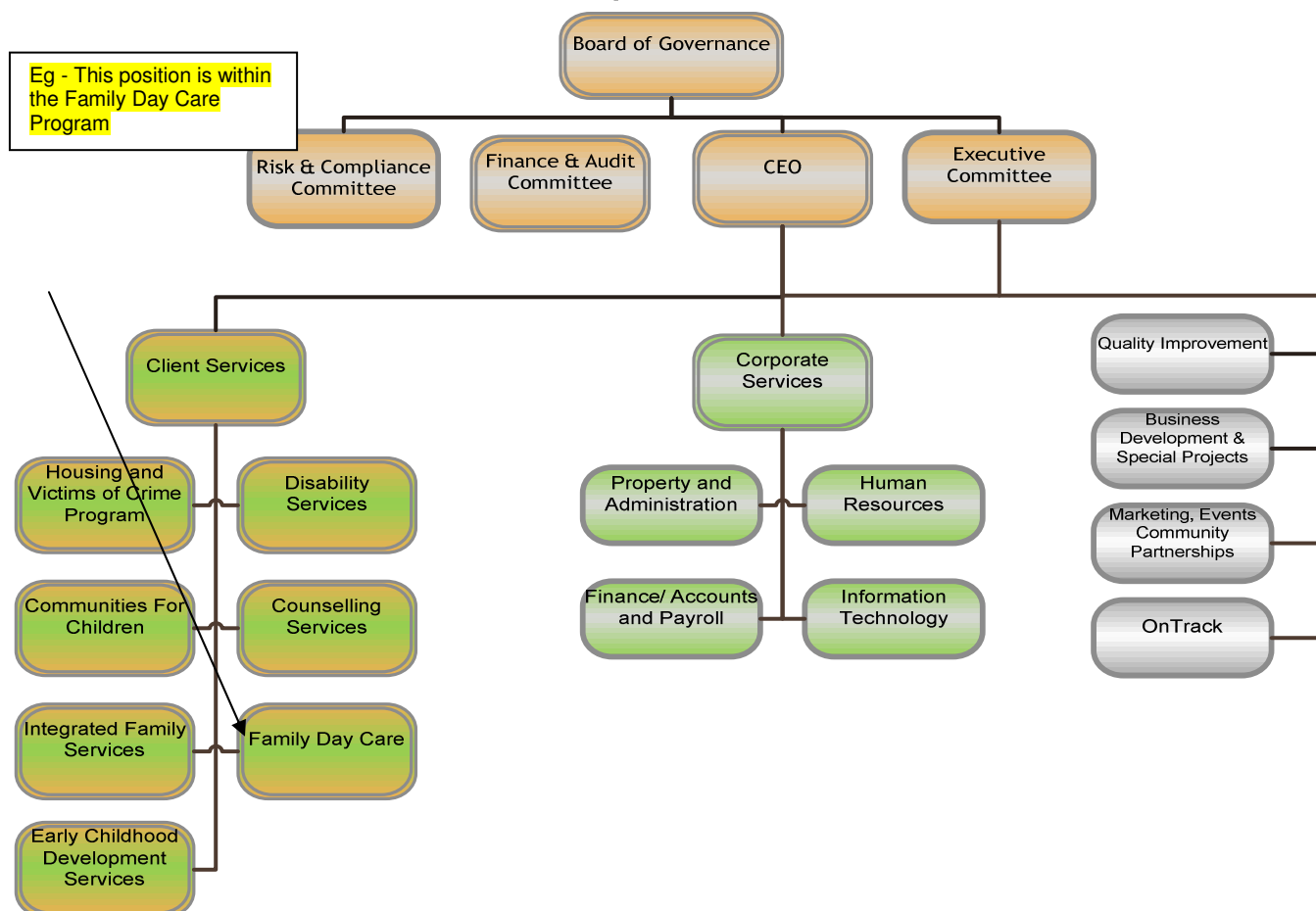
5. INTERPERSONAL SKILLS

- Excellent verbal and written communication skills
- Empathy with, and the ability to gain co-operation and assistance from a range of people, in particular clients and other staff members
- Ability to discuss and resolve problems
- Tact and discretion
- Self-confident and able to set appropriate personal boundaries
- Mediation and conflict resolution skills
- Ability to work as part of a team at all levels of the agency

6. ORGANISATIONAL RELATIONSHIPS

Line Manager:	Manager Windermere Family Day Care & In Home Childcare
Supervises:	Family Day Care Administration Officers
Internal Relationships:	Family Day care and In Home Childcare team
External Relationships:	Family Day Care Victoria, Regional Family Day Care Services

Windermere's Organisational Structure



7. KEY SELECTION CRITERIA

- Appropriate tertiary Administration qualification preferred
- Ability to supervise a small administration team
- Minimum of 5 years experience in a similar role
- Experience providing administration support to a Manager
- Ability to develop and maintain effective administration practices for a Family Day Care coordination unit team of 11 responsible in supporting a homebased childcare community of approximately 100 educators.
- Evidence of a responsible and reliable work ethic
- The ability to meet new administrative challenges with a positive approach
- The ability to participate and oversee the full childcare benefit payment process
- Previous general administration process.
- High level computer skills – including word processing, document development and data entry.
- Current Victorian Drivers License
- Ability to use a computer and all relevant technology
- Willingness to undertake a Police Check and Working with Children Check

8. CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Employment Agreement and Windermere Child and Family Services policies and procedures.

Pre-Employment Disclosure - All appointments are subject to the candidate completing a Pre-Employment Disclosure Form regarding pre-existing illnesses or conditions that may affect their ability to perform the inherent requirements of the position and consideration of the completed form by Windermere.

Medical Examination - All appointments are subject to the satisfactory completion of a pre-employment medical examination at Narre Warren Medical Centre at Windermere's expense. Windermere will be advised by the medical practitioner whether the individual is fit to perform the role. Any medical opinion obtained by Windermere in respect of an unsuccessful candidate will be destroyed at the end of the selection process. In the case of an appointee, the medical opinion obtained will be stored in a secure location.

Probation Period - The first three (3) months of your employment is a probationary period in which either of the parties may terminate your employment on 1 day's notice in writing to the other party. At any time during, or at the end of the three month probationary period, the Employer may advise you as to whether and/or on what basis your employment will continue beyond the initial probationary period.

A qualifying period of six (6) months applies to your employment. After the 3 month probationary period is completed, one weeks notice is required by either party upon termination in the final 3 months of the qualifying period.

Police Record Check - All appointments are subject to a clear National Police Record Check.

Working with Children Check – All appointments (dependant on position responsibilities) are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources.

Occupational Health & Safety – To adhere to OH&S policies, procedures and guidelines and use all the necessary safety equipment provided and to report any defect in any such equipment or workplace hazards as soon as it comes to your attention.

Smoke free environment - Windermere is a smoke free working environment.

Place of Employment - You may be required to report for duties and work from any of Windermere's work locations throughout the service region.

Qualifications - The successful applicant will be required to substantiate formal qualifications.

10. WORK AND FAMILY BALANCE

Windermere understands the importance of promoting a family friendly working environment that seeks to support staff to find a healthy-work life balance.

Salary Sacrifice - Windermere employees have the option to access Salary Sacrifice through an external provider. Staff on an Employment Agreement can access this very generous provision of up to \$16,050 as tax-free salary sacrifice for both full time employees and part time employees.

Annual Leave - 4 weeks annual leave (cumulative) on full pay for 12 months continuous service. In addition 17.5% leave loading will apply to the total remuneration package.

Personal Leave - Windermere offers 12 days personal days in the first year of employment, 14 days in the second, third and fourth year of employment and 21 days in the fifth and following years of employment (pro-rata for part time employment), of which 12 days maximum can be taken as carers leave.

Flexible Leave Scheme - The 50/52 Flexible Leave Scheme enables staff to accrue an additional 2 weeks leave entitlement on top of their 4 week annual leave each year, by making an application to reduce the 52 week annual salary to a 50 week salary.

Christmas Break - As a sign of good faith, Windermere offers all staff time off between Christmas and New Years. This is subject to the organizational performance and considered annually.

Internal working Wellbeing and Rewards Committee (WARC) - Windermere values staff opinions and thoughts relating to employment benefits and working conditions, and have committed to the establishment of a WARC. This committee comprises staff members to advocate on behalf of service divisions. All recommendations from the committee are heard and considered by management for implementation.

Professional Development and Training - Windermere offers all staff members allocated monies and training hours to invest into **their** professional development relating to **their** field of work each year.

Infection Control - Yearly Flu vaccinations are available for all staff.

Ergonomic Assessment - A professional ergonomic assessor will conduct a workstation assessment for each of the staff members within the various Windermere offices at the completion of their probationary period, and provide insightful advice and recommendations concerning individual workstations.

RDO's – Windermere is committed to employee wellbeing by providing a flexible work environment to help balance family and work/ life commitments by means of giving full time staff the option to partake in the rostered day off (RDO) entitlement.

The position may require some work outside of Windermere's ordinary operating hours from time to time.

Windermere is an equal opportunity employer and values diversity. Where possible, Windermere will examine ways to reasonably modify work practices to accommodate the successful applicants.

11. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter
- Statements addressing the key selection criteria required in the position description
- Current Resume that includes a minimum of 2-3 referees

Windermere conducts thorough and detailed reference checks for short listed candidates. Shortlisted applicants will be asked to provide copies of relevant qualifications at interview.

Under Victorian Workcover legislation, it is the successful applicant's duty to advise Windermere of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so will seriously jeopardize any entitlement the employee might have for a work related aggravation of that non-disclosed pre existing condition.

Closing Date: 20th February 2012

For further information about Windermere, please visit www.windermere.org.au

Please send your application to: **Lisa Smyth**
Manager Windermere Family Day Care
lisa.smyth@windermere.org.au
48 Webb Street,
Narre Warren, Vic 3805

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name _____

Signature _____ Date _____