



## In Home Care Administration Officer Position Description

<b>Incumbent:</b>	Vacant
<b>Position Number:</b>	8013
<b>Directorate:</b>	Community & Cultural Services
<b>Team:</b>	In Home Care
<b>Position Status:</b>	Temporary Full Time
<b>Classification:</b>	QLGIA (Stream A) Level 2-3
<b>Current Level:</b>	Level 2.1
<b>Reports to:</b>	Childcare Services Manager
<b>Accountable for:</b>	Nil
<b>Located:</b>	Longreach
<b>Revised:</b>	May 2019

### Our Vision

The communities of the Longreach Region, with their individual identities and a proud heritage, will be characterised by their cohesive and inclusive nature, making the region a location of choice for business investment and outback living.

Reaching a population of 5,500 by 2027, the Longreach Region will be characterised by strong communities and a vibrant economy driven by skills and innovation in a diversity of traditional and new industries.

### Our Mission

Council's Mission is to deliver decisive leadership in making locally-responsive, informed and responsible decisions, providing the highest-quality services and facilities to all communities of the Longreach Region.

### Our Eight Core Values

1. A Safe and Healthy Work Environment
2. Inclusiveness and Respect
3. Consistency and Fairness
4. Teamwork and Staff Development
5. Performance and Value for Money
6. Leadership and Collaboration
7. Sustainability
8. Forward-looking



## Position Objective

The primary role of this position is to facilitate and support the role of educators and families within the program and under direction of the In home Care Coordinators and Childcare Services Manager. This role is required to provide efficient and effective, administrative support to the In Home Care team, with a focus on continuous improvement.

## Position Responsibilities

- Delivery of excellent customer service to internal and external customers including the screening and processing incoming calls and visitors as necessary.
- General business and administration support related to the operational requirements of the team.
- Ensure all duties are carried out whilst maintaining sensitivity, discretion and confidentiality at all times.
- Develop and maintain positive relationships with parents and educators.
- Issuing and receipting of debtors/creditors and maintaining basic accounting management, including purchase orders and issuing of invoices, fee reminders and banking.
- Work in accordance with and promote the Early Childhood Australia Code of Ethics.
- Operation and maintenance of multiple Child Care Subsidy software system applications within the Family Assistance Law.
- In coordination with the Senior Coordinator, develop and implement systems of operations to effectively deal with relevant record keeping processing of family and educator information.
- Assist with the development, implementation and evaluation of Policies, Procedures, Management Directives and systems.
- Work in accordance with the *Education and Care National Law (2011)*, *Education and Care National Regulations (2011)*, *National Quality Framework*, *Work Health Safety Act 2011* and relevant policies, management directives and procedures.
- Provision of assistance to the Child Care Services Library including, but not limited to ensuring all library materials are catalogued accordingly, updating statistics and usage records and undertake general circulation duties including issues, returning and shelving material.
- Other such relevant duties as required from time to time which would generally fall within the scope of this position as directed by the Director Community and Cultural Services and/or Chief Executive Officer.

## Position Requirements

### Skills

- Excellent time management, organisation and planning skills.
- Ability to prioritise and manage own time and meet critical timeframes.
- High level communication skills, both oral and written.
- High level customer service skills, both for internal and external customers.
- High level of advanced computer skills.
- An ability to read, interpret and communicate legislation.
- Flexibility, initiative and ability to think creatively and outside the square.
- Exceptional attention to detail.
- Ability to apply own financial record keeping knowledge to council processes.

- Basic troubleshooting technology skills.

### **Knowledge**

- A thorough understanding of how to maintain a safe working environment.
- Advanced skills and knowledge in multiple software applications.
- Knowledge of the Family Assistance Law and Child Care Subsidy Handbook.
- Knowledge of the Child Care Subsidy Package.
- Knowledge of Education and Care National Law (2011), Education and Care National Regulations (2011), National Quality Framework and Child Protection Act (1999).
- Knowledge of Council's policies and procedures and relevant Local Government legislation.
- Knowledge and understanding in providing exceptional administration and support.
- Knowledge and understanding of quality customer service principles.

### **Essential Experience/Qualifications**

- Demonstrated experience in records and systems management, development and administration.
- Demonstrated problem solving skills including dealing with emergent and priority issues.
- Demonstrated commitment to providing high quality services to internal and external customers with a focus on continuous improvement including skills.
- Experience with debtor and creditor systems, including invoice issuing.
- Demonstrated experience in meeting time frames and addressing conflicting priorities.
- Experience using Microsoft Office Suite, records management system and integrated financial and management systems.
- Cert III in Business Administration or similar field.
- Current "C" Class Drivers Licence.
- Working with Children Blue Card.

### **Desirable Experience/Qualifications**

- Diploma in relevant field of study.
- Experience in working with Child Care Subsidy Systems (CCSS) or similar.

## **Delegations and Authorisations**

Nil

## **Physical Requirements**

### **Physical Demand Category**

- Sedentary Work
- Light Duty – Frequent lifting/carrying of objects weighing up to 5kgs.
- Medium Work – Frequent lifting/carrying of objects weighing up to 10kgs.
- Heavy Work – Frequent lifting/carrying of objects weighing up to 25kgs.

### **Audio-Visual Demands**

- Depth Perception
- Colour Discrimination
- Peripheral Vision
- Hearing

### Specific Actions Required

This job may include:

Standing/Walking	Sitting	Driving
<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/> None
<input type="checkbox"/> Occasional	<input type="checkbox"/> Occasional	<input checked="" type="checkbox"/> Occasional
<input checked="" type="checkbox"/> 1-4 Hours	<input type="checkbox"/> 1-4 Hours	<input type="checkbox"/> 1-4 Hours
<input type="checkbox"/> 4-6 Hours	<input checked="" type="checkbox"/> 4-6 Hours	<input type="checkbox"/> 4-6 Hours
<input type="checkbox"/> 6-8 Hours	<input type="checkbox"/> 6-8 Hours	<input type="checkbox"/> 6-8 Hours

### Work Environment

Attribute	Yes	No
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cold	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dampness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fumes/Gases	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heat/Humidity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Heights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Repetitive Motions

Simple Grasping
  Fine Manipulation
  Pushing & Pulling
  Finger Dexterity
  Foot Movement

### This Job Will Require

Manoeuvre	Frequent	Occasional	None
Bending	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>


Plant operation with maximum seat rating of 150kgs

## Workplace Health and Safety Obligations

All employees have a legal obligation to comply with regulatory requirements and LRC- SMS (*Longreach Regional Council's - Safety Management System*) incorporating WH&S policies, procedures and work instructions. These are introduced to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment and remain compliant with Industry Benchmark Standards.

The following statements apply to all employees, including permanent, part-time and casual employees. Your responsibilities include:

1. To comply with instructions given for WH&S at a workplace by the employer;
2. Comply with the Health and safety duties and Duty of Care requirements as specified within the Work Health and Safety Act 2011 Part 2.
3. Timely reporting all accidents, incidents minor injuries, near misses and property damage (within 24 hours of the event) and assisting, if required, with the investigation of all incidents in the workplace;
4. For a worker to use the PPE (Personal Protective Equipment) provided by the employer after proper instruction in its use;
5. Not to wilfully or recklessly interfere with or misuse anything provided for WH&S at the workplace;

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6. Not to wilfully place at risk the WH&S of any persons at the workplace including yourself;
  7. Adhere to the LRC-SMS by remaining compliant to Council's WH&S Management Plan and completing relevant Monthly Action Plan items;
  8. Performing all work and associated functions in a safe, efficient and effective manner;
  9. Complying with all documented WH&S policies, procedures, work instruction and verbal instructions issued by the organisation or its officers;
  10. Provide advice to ensuring risk assessments are conducted and recorded for all identified hazards, or prior to the implementation of new work practices, hazardous substances, or plant. Also, as required, assisting or participating in the carrying out of risk assessments on identified hazards;
  11. Identifying hazards, conducting risk assessments, and implementing corrective action to eliminate hazards where possible and / or control risks in the workplace;
  12. To report hazards and risks in accordance with WH&S procedures;
  13. Establishing and maintaining a high standard of housekeeping within your individual work area(s) and generally within the Longreach Regional Council's area of responsibility;
  14. Attending any toolbox, team talks or specific training (e.g. Take 5s etc.) as supplied and required by Longreach Regional Council;
  15. Being familiar with the location of first aid treatment centres, fire protection facilities and evacuation procedures;
  16. Report any concerns for WH&S to your Supervisor.

## Acknowledgement

This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

<b>Authorised By:</b>	Johanna Webster, Acting Director Community & Cultural Services
<b>Signature:</b>	
<b>Date:</b>	
<b>Present Incumbent:</b>	Vacant
<b>Signature:</b>	
<b>Date:</b>	