



Early Childhood Education and Care

Position Description	
Position Title	Community Services Administration Officer
Program Location	Head Office, Narrabundah (other locations as required)
Reports To	Operations Director - Early Childhood Education
Direct Reports	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 4
Community Services #1 Capability Level	Level 4
Objective	<p>In collaboration with. the Operations Director, assist with the administration for Community Services #1's Early Childhood Education and Care (ECEC) and Community Services Programs.</p> <p>The role will deliver efficient and high-level customer service and attention to detail</p>
Key Accountabilities and Capabilities	<p>Manage enquiries in a prompt and professional manner.</p> <p>Support the Community Services Program with General administrative tasks and requests which include processing and distributing information, prepare agendas, take and distribute minutes. Follow up on action items.</p> <p>Maintain family accounts using CS#1's childcare management system, OWNA. In collaboration with finance, manage family debt.</p> <p>When required maintain accurate and up-to-date records of enrolment enquiries, applications and confirmations, as well as details of waiting lists.</p> <p>Ensure enrolment process and data base applications are effective and current.</p> <p>Collate relevant information and prepare reports for submission as required.</p> <p>Contribute to service and organisational risk assessments.</p> <p>Develop and maintain accurate policies in relation to ECEC</p> <p>Effective and efficient management of archiving that complies with National Law and Regulations.</p> <p>Maintain accurate information records, whilst adhering to ethical privacy and confidentiality principles.</p>

	Perform other duties as directed, commensurate with the skills and expectations of the role.
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Selection Criteria	
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Required Qualifications, Skills and Experience	<p>Diploma qualification in Early Childhood Education and Care and at least 1 year of relevant work experience.</p> <p>Demonstrated experience in family accounts using a CCMS platform, experience with OWNA advantageous.</p> <p>Experience in Child Care Subsidy (CCS) Additional Childcare Subsidy (ACCS)</p> <p>Demonstrated commitment and experience delivering exceptional and professional customer service.</p> <p>Demonstrated excellent administration skills, including records management, processes and activities to support team priorities, and a working knowledge of Microsoft Office.</p> <p>Demonstrated excellent time management skills, including the ability to prioritise tasks, meet deadlines and escalate issues as necessary in a timely manner.</p> <p>Ability to apply an understanding of risk assessment and duty of care.</p>
Additional/Legislative Requirements	ACT Working With Vulnerable People Card

Acceptance	
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I understand and accept the duties and responsibilities as outlined in this position description.	<p>Employee:</p> <p>Date:</p>
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