



## POSITION DESCRIPTION

<b>Position Title</b>	Family & Early Childhood Services Support Officer
<b>Position Code</b>	1512
<b>Business Unit</b>	Community Services
<b>Directorate</b>	Community & Infrastructure
<b>Position Classification</b>	Band 4
<b>Effective Date</b>	June 2023

### Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. In this context we have a vision to build the best sports, aquatics and events precinct in regional Victoria – bringing significant social, recreational, health and economic benefits to our community. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

### Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

### 1. Position Objectives

**1.1** To be part of and to actively contribute to the effective integration of the administrative functions within the Family and Early Childhood Services.

**1.2** To provide administration support to the Family and Early Childhood Services, including Maternal & Child Health, Long Day Care, Family Day Care & Kindergarten.

### 2. Working Relationships

Reports to	Childrens Service Admin Team Leader
Supervisors	NA

### 3. Key Responsibilities

- 3.1** Assist and support the Children's Services Centre with general administrative tasks and customer enquiries including providing information related to co-located services.
- 3.2** Assist with the facilitation of the central booking system for Maternal & Child Health, Long Day Care, Family Day Care & Kindergarten services.
- 3.3** Contact clients to schedule and/or reschedule bookings for the Maternal & Child Health Service provision.
- 3.4** Support the collection of data and preparation of reports to achieve compliance for Maternal & Child Health, Long Day Care, Family Day Care & Kindergarten services in accordance with State Government and Council requirements.
- 3.5** Work collaboratively with the Children's Services Administration Coordinator to support service delivery and balance administrative demands of the Children's Services Centre.
- 3.6** Contribute to maintaining current information and promotional material on Council's website and social media mediums.
- 3.7** Participate in Children's Services staff/educator meetings and review of administrative practices.

### 4. Core Physical Requirements

- 4.1** Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.
- 4.2** Capacity to, on occasion, lift items unspecified in weight within individual limits.
- 4.3** Capacity to drive a motor vehicle.
- 4.4** Capacity to cope with loud noises, i.e. children laughing, crying, screaming, etc.

### 5. Accountability and Extent of Authority

- 5.1** Work is performed to specific guidelines under supervision.

**5.2** The position has the authority to provide information to the public about the Wangaratta Children's Services Centre services.

**5.3** Directly accountable to the Team Leader - Family & Early Childhood Services for providing administrative support for Wangaratta Children's Services Centre and for providing assistance in relevant projects as directed.

**5.4** Responsible for the efficient and effective use of resources within own area of responsibility.

## **6. Judgement and Decision Making**

**6.1** Operate within specific guidelines but is required to exercise discretion in the application of established standards and procedures.

**6.2** Deal with any urgent/emergency situation as deemed necessary.

**6.3** Make appropriate decisions about information when dealing with general enquiries.

## **7. Knowledge and Skills**

### **7.1 Specialist Skills and Knowledge**

**7.1.1** Ability to demonstrate innovative approaches to work systems and procedures.

**7.1.2** A sound knowledge of maintaining website content and development of promotional material.

**7.1.3** Written skills for routine administrative duties, memos, minute taking, reports etc.

**7.1.4** Ability to process accounts and invoices for management approval.

**7.1.5** Knowledge and experience of administrative systems and software, specifically Xpedite, Harmony and Techone.

### **7.2 Management Skills**

**7.2.1** Well developed time management skills, ability to meet deadlines and prioritise competing work demands.

**7.2.2** Ability to set priorities and organise own workload.

### **7.3 Interpersonal Skills**

**7.3.1** Ability to work as part of an integrated team that aims to sustain strong professional relationships.

**7.3.2** Skills in written communication to enable the preparation of routine correspondence and reports.

**7.3.3** Effective verbal communication skills and ability to communicate with staff, educators, families and other stakeholders.

**7.3.4** A demonstrated ability to maintain confidentiality and an understanding of service levels for families, including sensitivity for disadvantaged groups.

## **8. Qualifications and Experience**

**8.1** Certificate III in Business or other relevant qualification.

**8.2** Relevant experience in customer focussed administrative role.

**8.3** Experience in a local government and/or community service environment is preferred.

**8.4** Highly developed skills in the use of Microsoft Office programs, Lotus Notes and other computer based technology.

## **9. Key Selection Criteria**

**9.1** A demonstrated ability to maintain confidentiality and an understanding of service levels for families, including sensitivity for disadvantaged groups.

**9.2** Experience in a local government and / or community service environment is preferred.

**9.3** A positive can-do attitude and commitment to the provision of quality care within Wangaratta Children's Services Centre.

**9.4** Highly developed skills in the use of Microsoft Office programs, Lotus Notes and other computer based technology.

**9.5** Certificate III in Business or other relevant qualification.

**9.6** Knowledge and experience of administrative systems and software; specifically Xpedite, Harmony and TechOne.

**Authorised by: Director – Community & Infrastructure**

---

**Date:**

---

**Employee's Signature:**

---

**Date:**

---