

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: ADMINISTRATIVE SUPPORT WORKER - FAMILY DAY CARE

Name:	
Position number:	
Award/Agreement:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 - 2022
Classification:	Administrative Officer Grade 1 (HS1)
Site:	Kangaroo Flat however the position may work from any Bendigo based BCHS site as negotiated
Hours per fortnight:	30.4 hours per fortnight
Tenure:	Ongoing
Position description developed:	September 2019
Responsible to:	Team Manager - Strong Start

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Elmore Primary Health:
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We want (Vision)

Better Health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- **Integrity**
We are authentic and accountable and we honour our obligations.
- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusion**
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

BENDIGO COMMUNITY HEALTH SERVICES

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

Position Role

This position is responsible for providing support to the Family Day Care service to enable the provision of high-quality home-based child care. This role will support both the Family Day Care team and Educators to ensure compliance with relevant standards.

Position Responsibilities

The responsibilities of the position are:

- Contribute and assist in the planning, preparation and implementation of Educator Orientation.
- Work with other team members to facilitate the accurate and timely registration of children and families.
- Process the fortnightly Attendance Records utilising Harmony software.
- Support the team with systems and processes to ensure effective and efficient service delivery.
- Maintain up to date records and documentation as required under the National Care and Education Regulations.
- Monitor and order supplies specific to Family Day Care.
- Coordinate office functions for the Family Day Care team.
- Assist the team with the completion of other daily administrative tasks.

The Role of the Team

Family Day Care sits within the Strong Start team. Family Day Care coordinates and monitors home-based child care Educators funded by the Commonwealth Government. The service is operated in accordance with National Standards, Commonwealth Guidelines for Family Day Care and State Regulations relating to numbers of children in care. Family Day Care offers children under twelve years of age quality child care in the homes of carefully selected registered Educators.

Key Selection Criteria

Essential

1. Demonstrated relevant experience in an administration role.
2. Excellent interpersonal, written and verbal communication skills including the ability to communicate courteously and effectively.
3. Ability to relate well with both children and adults.

BENDIGO COMMUNITY HEALTH SERVICES

4. Ability to work as a member of a multidisciplinary team.
5. Sound organisational and time management skills.
6. Competent skills in Microsoft Office.
7. Demonstrated ability to work as a member of a multidisciplinary team.
8. Competent level skills in the use of Microsoft Office.
9. Ability to use software for processing and data management related to the provision and management of child care services.
10. Ability to confidentially maintain accurate records in accordance with BCHS procedures.
11. Sound understanding of the National Education and Care Services Law and Regulations.
12. Capacity to demonstrate and display the values of Bendigo Community Health Services.
13. A current employee Working with Children Check.

Desirable

1. Demonstrated ability to be innovative, flexible and responsive to short and long-term concerns.
2. A current Drivers Licence.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review and Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

BENDIGO COMMUNITY HEALTH SERVICES

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Show evidence of positive outcomes from the timely processing of Educator Attendance Records.
- Ability to develop positive working relationship with key internal and external consumers and stakeholders.

Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

Other Essential Requirements

Staff will:

- Complete a satisfactory Police Check **BEFORE** employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
- Complete the Disability Worker Exclusion Scheme Employment Screening Check **BEFORE** employment is confirmed.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS' policies and procedures.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

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BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Terrie Killen
Acting Director - Children Youth and Family Support Services

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Agreed: Administrative Support Worker - Family Day Care