

Position Description

Title	Family Day Care Administration Officer
Business Unit	Family Day Care – Early Learning
Location	As per employment agreement
Employment type	0.6 FTE
Reports to	Team Leader Family Day Care (TBC)

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The role of the Family Day Care Administrator is to provide administrative support to the family day care program as required, by performing a wide range of administrative and support tasks including duty and intake and end to end fortnightly payroll processing.

It is an expectation of the incumbent will be confident to work autonomously, communicate effectively with all stakeholders, and that they would foster excellent working relationships at the site where they are located.

2. Scope

Budget:

nil

People:

nil

3. Relationships

Internal

- Family Day Care Coordination Unit
- Early Learning Program Manager
- Early Learning Senior Manager
- Family Day Care Educators
- Finance, ICT, Marketing and P&C team(s) as required
- Other Uniting employees as required

External

- Department of Education and Training
- Families
- Commonwealth and State Government as required through direction of management
- Other service providers as required

4. Key responsibility areas

Payroll Processing

- Undertake end to end fortnightly payroll processing for Family Day Care Educators, including but not limited to;
 - Liaise with Educators regarding timesheet queries
 - Ensure families are provided with invoices
 - Ensure Educators are provided with payslips
 - Ensure fortnightly banking, including approvals are sent to finance and brokerage teams for payments
- Support all CCS and ACCS processing and investigate and CCS issues in consultation with Accounts Receivable
- Ensure data processing and records are accurate and processed in a timely manner
- Assist with maintaining and updating Educator records as required
- Processing of new and exiting Educator and family information as required
- Provide assistance to Accounts Receivable and support account queries including any verification with families/Educators and investigate discrepancies and follow up as directed
- Complete booking information and amendments as required
- Support enrolment of new families and children into the program

Program Duty and Intake

- Handle all general enquiries across the program and escalate issues to coordination unit if required
- Assist Educators and families to resolve issues that may arise in the course of their work and care arrangements
- Support the administration requirements of onboarding new Educators into the program
- Prepare resources for Educators and families as directed by coordination unit, including newsletters, networking etc

Team Work

- Support Coordination team with the day to day running of the Family Day Program with specific program tasks as identified
- Supporting the enrolment process into Family Day Care in consultation with the Coordination unit

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- Work cooperatively with team members to achieve program goals and objectives
- Assist in providing timely information flow and support to educators, parents and the Department of Education and Training and Department of Education, Skills and Employment & Department of Health and Human Services (DET/ DESE / DHHS) as required and requested
- Ensure effective administrative systems, procedures and documentation are in place to support a cohesive program, contributing to the review of FDC processes to ensure they remain effective and efficient

Finance, Quality and risk

- Support administrative functions including but not limited to the acquittal of Government funding, administration associated with grants and funding, tracking of expenditure, processing of invoicing, supporting the recovery of bad debt
- Ensure all administrative and reporting requirements of the program(s) are completed and submitted to the relevant organizations within the appropriate timeframes
- Provide best practice and administrative support our clients both internal and external
- Maintain current and accurate case notes, records and statistical information
- Participate in quality accreditation process
- Operate within the budget allocation and financial policies and procedures of the service

Personal accountability

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Person specification

Qualifications

- Diploma of Early Childhood Education and Care (essential)
- Experience in administration (required)

Experience

- Demonstrated experience in an administrative role
- Knowledge of Early Years programs and practices
- Ability to plan, work and manage time effectively with limited direction and supervision
- Ability to maintain accurate records, including accurate minute taking and committee administration

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- Developed understanding of the National Quality Framework and Regulations

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Consumer Centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Administrative skills:** Excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills
- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		