

## POSITION DESCRIPTION

<b>Date</b>	September 2022
<b>Position Title</b>	Reception & Administration Officer
<b>Reports to (position title)</b>	Area Manager
<b>Department</b>	Client Engagement

## ORGANISATIONAL CONTEXT

**bestchance** Child Family Care is an independent, not-for-profit, community organisation with offices in Glen Waverley, Bayswater and Pakenham, Victoria, Australia.

**bestchance** adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC) Family Day Care, Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

**bestchance** also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

**bestchance** is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

## PURPOSE

For all children, families and individuals to thrive in their community.

## VISION

**Inclusion** we include everyone regardless of their background, needs or circumstances

**Care** We nourish and nurture resilient relationships

**Education** We develop skills and knowledge to build capacity and resilience.

## VALUES

**Humility** we focus on listening to better understand and meet needs

**High Expectations** we have high aspirations for our client outcomes and for the calibre of our services and staff

**Innovation** we embrace change based on critical reflection

**Curiosity** we seek new understandings and knowledge

**Evidence** we seek and generate evidence to evaluate and improve our programs

**Challenge** we look beyond the immediate to achieve different results

## POSITION PURPOSE

The purpose of this position is to provide a warm and welcoming atmosphere at the front reception of Mainview Boulevard Family Learning Centre while engaging with community, families, children and all stakeholders with a focus on ensuring an Integrated Service Delivery and making a difference in the lives of people every day.

As a member of the **bestchance** team, you will be the first point of contact for families, community, children and stakeholders requiring our services and will assist and support the delivery of high quality customer service responsive to the needs of our community including, but not limited to the following:

- Manage and facilitate the development of physical spaces and interpersonal relationships to create a warm and culturally safe and welcoming environment which responds to local neighbourhood and the broader community needs and aspirations.
- Work effectively with all internal and external staff and services on site, community, local service providers/key stakeholders to create an integrated service delivery approach to meet the local community needs.
- Engage positively with local community to understand community strengths, aspirations, and needs, and work with the Centre Manager and Area Manager to assist in developing programs and activities that build on local community assets and respond to community aspirations, interests and needs.
- Provide a high quality administration support to the Centre Manager and Area Manager as required e.g. attending meetings, organise refreshments, chair meetings, take minutes, schedule, manage calendars etc.
- To be positive in approach, proactive, responsive, problem solving, self-led and innovative.
- Ability to work effectively with Aboriginal and Torres Strait Islander, culturally and linguistically diverse groups and other vulnerable groups and individuals. To develop a deep understanding of the local indigenous role and be committed to ongoing development of cultural competence in regards to the local context and the diverse community as a whole.
- Promote the Integrated Service Delivery model and ensure the Vision for Community connections and facilitation is managed within day to day operations.
- Ensure that all forms of enquiries, via phone, email, face to face or social media are handled in a friendly, professional and timely manner to maximise positive outcomes.
- Ensure all enquiries, referrals and partnering accounts are accurately recorded using a customer relationship management system (salesforce) which is essential for the growth of the business
- Ensure cross referral opportunities are maximised at every opportunity with both bestchance services and external network providers to meet the needs of the community voice.
- Support reporting duties, communication and administration management in a confidential

manner at all times

- Carry out other duties commensurate with skills and abilities as deemed reasonable and appropriate to the role as directed from time to time
- Safety Plan and Cleaning & Sanitizing Plan need to be managed frequently during the day (a copy will be provided as part of your induction)
- Liaise with the bestchance stakeholders within the community hub and local community e.g. FDC, ECI, Family support services, Training, Kindergarten program nominated supervisor and educational leader etc.

## KEY RESULT AREAS AND RESPONSIBILITIES

### **Legislative, Accreditation and Organisation Requirements**

- Ensure activities within their area of responsibility complies with:
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Victorian Child Safe Standards 2022
- Victoria Occupational Health and Safety Act 2004
- The Australian Early Childhood Code of Ethics
- National Quality Framework and National Quality Standards
- bestchance Child Family Care Policy and Procedures, in particular Behaviour Guidance Policy, Child Abuse Prevention Policy and Privacy Policy

### **People Management**

- Display excellent listening skills and sharp attention to detail towards our clients being families, students, community and stakeholders and use these skills to support and liaise with stakeholders from all

### **Program Support**

- Develop and maintain close links with key stakeholders such as families and staff to ensure effective partnerships are established and maintained.
- Respect the confidentiality of information relating to staff, coordinators, educators, stakeholders, community, families and children
- Promote bestchance organisational events, promotions, annual calendar, website etc. work with the bestchance partners to enable this e.g. People & Culture, HSW Manager, Quality & Risk, Program and Practice manager, etc.
- Ensure compliance and adherence to organisational policies, regulations and guidelines for all staff, coordinators and educators within areas of responsibility
- Ensure compliance around Safety Plans / Risk Assessments is adhered to at all times

### **Finance/Administration**

- Provide clerical assistance to Centre Manager and Area Manager in the management of Mainview Budgets, Financial reports and regulatory reporting requirements
- Assist the Management to actively promote and develop the service to ensure sustainable growth and financial viability and support the promotion and development of other **bestchance** programs and services.
- Escalate any concerns to the area manager of possible risks to the program and services, which may impact the financial viability or reputation etc. for bestchance.

### Teamwork

- Work with colleagues and other agencies in maintaining a professional approach to work ensuring standards of performance reflect the **bestchance** philosophy, policies and procedures
- Contribute to an atmosphere of trust and professional respect through a positive attitude of openness, willingness, tolerance, constructive conflict resolution processes and maintenance of confidentiality
- Attend staff meetings and any professional training sessions where required

### KEY SELECTION CRITERIA

The following are the core competencies required to undertake the key responsibilities of the role and are the primary basis for selection:

- High level interpersonal and communication skills with the ability to liaise and communicate with management, staff, coordinators, educators and community stakeholders
- Demonstrated organisational and time management skills with the ability to manage own workday, be flexible and responsive to changing work priorities with potentially competing demands
- Demonstrated commitment and ability as a team player
- High level administrative and computing skills - MS Word, Excel and Outlook, Office 365, web based software, zoom (or similar) etc.
- Flexibility in dealing with a range of requested and delegated tasks with potentially competing demands.
- An understanding and demonstration of confidentiality and sensitivity in relationships with Aboriginal and Torres Strait Islanders, culturally and linguistically diverse groups and vulnerable groups and individuals.

### REQUIRED QUALIFICATIONS AND EXPERIENCE

- A minimum of 2 years' experience and proven track record in a high level of administration and customer service with Community Engagement an added benefit
- Efficient in data entry
- Outstanding attention to detail
- Demonstrated highly effective verbal, written and interpersonal communication and customer service skills
- A compliant and current Working With Children Check and Police Check
- Strong problem solving
- Strong time management skills
- Proficient use of computer applications, including Microsoft Office (Outlook, Excel, Word, PowerPoint & Publisher)