

## Koorana Child and Family Services - Position Description

**Position Title:** Administrator  
**Reporting Relationship:** Preschool Leader

### 1. Position Purpose

Koorana works with all children, and is committed to delivering quality early childhood education, intervention and family support services that acknowledge and respect all individuals. The Administrator is responsible for implementing effective and efficient administration and intake services within their preschool within Koorana's policies, procedures and systems.

The Administrator is an integral member of the Preschool Team, and works collaboratively as part of Koorana's overall Administration Team.

### 2. Organisational context of the position

Koorana's management structure positions the organisation for ongoing growth and development. The Board of Management is responsible for governance and is legally responsible for Koorana's outputs. The Chief Executive Officer (CEO) is employed to manage the strategic directions of the organisation and to broadly oversee the efficiency of the organisation's major functions. The CEO, General Manager Client Services and General Manager Corporate Services form the Executive Management Team.

The General Manager Client Services supports the CEO by leading all of Koorana's service delivery, supported by two Service Operations Managers, covering

- South West Sydney (SWS) Area of Bankstown, Liverpool and Fairfield and surrounding suburbs
- Inner West Sydney (IWS) Area of Canterbury, Marrickville, Leichhardt, Ashfield, Burwood, Strathfield and Canada Bay and surrounding suburbs.

The General Manager Corporate Services supports the CEO by leading Koorana's corporate services including Finance, Administration, Information & IT, HR, and Marketing & Communications.

Koorana values self determination, access and equity, mutual respect, collaboration, and ethics & integrity. Our practice is driven by family centred principles, evidence based best practice, fostering natural community inclusion, quality management, and the key worker model.

Koorana is committed to delivering family-centred services that

- respect, support and enhance the vital role the family plays in their child's life and development
- recognise the ways in which a child's abilities, disability, developmental delay or challenging behaviour can impact on all family members.

Koorana's services are designed to ensure that families are well informed, have choices, and are supported in their decisions.

### 3. Position Responsibilities

#### Reception & Administration

- Provide reception services for the preschool
- Undertake client intake and enrolment processes
- Maintain client records in the client management systems (QikKids and Penelope )
- Undertake client and general filing and archiving
- Undertake allocation of mainstream preschool positions (at preschool site) and where required consult the Preschool Leader and/or Service Operations Manager IWS.
- Provide general administration (including office presentation, equipment maintenance, correspondence, funding paperwork)
- Provide general client administration (including reminders, absences, cancellations and rescheduling)
- Undertake local distribution of marketing materials (e.g. fliers)
- Coordinate centre based events
- Develop and maintain a centre administration manual
- Undertake projects and other tasks as required for the preschool

#### Financial Administration

- Ordering equipment, supplies and consumables
- Undertake fee collection, banking and management of local petty cash.

#### Building & Asset Maintenance

- Co-ordinate building maintenance, cleaning and upkeep
- Maintain centre inventory

#### Work Health & Safety (WHS) - Coordinate WHS for the centre, including

- Risk register and reporting
- Incident register and reporting
- Evacuation & lockdown drills
- First aid kits and officers
- Safety equipment checks and maintenance (e.g. alarms and fire equipment)

#### Evaluation & Reporting - Undertake local data collation, entry and checking for

- fee claims (e.g. DSS fee claims, ISP, HICAPS, PDSP)
- internal & external reporting (e.g. preschool census report, ADHC minimum data set).

#### *Koorana-wide Administration Team*

- Actively collaborate and support across the team of Koorana Administrators
- Undertake broader Koorana administration projects and tasks as required
- Provide cover for other Administrators as required.

#### **4. Key Selection Criteria**

##### **Experience & Skills:**

- Demonstrated experience in implementing administration systems including records management
- Proven ability to develop & foster relationships with diverse range of people
- Excellent communication and customer service skills
- Demonstrated ability to take initiative, prioritise work, plan ahead, anticipate risks and problem solve
- Experience in anticipating and managing sensitive and challenging situations effectively
- Proficiency with Microsoft Office computer applications
- Experience in Work Health and Safety.

##### **Personal attributes:**

- An understanding of children's and disability services
- Respect for the philosophy and values held by Koorana
- Exceptionally well organised
- Current Driver's License
- Access to a comprehensively insured vehicle.

#### **5. Personal and Professional Development**

- Attend internal/external training as appropriate
- On the job involvement, work tasks and project involvement as requested
- Participate in a performance review process
- Participate in at least one unpaid, out of hour's community activity in each calendar year (e.g. AGM, local festivities etc.)

#### **6. Confidentiality**

All operations of Koorana Child and Family Services including client, program and administrative information is confidential and is not to be disclosed to any person at any time. This restriction on disclosure of confidential information continues to apply in the event of employment with Koorana ceasing.