

## Koorana Child and Family Services - Position Description

<b>Position Title:</b>	<b>Office Manager</b>
<b>Reporting Relationship:</b>	Service Operations Manager
<b>Direct Reports:</b>	None

### 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 Office Manager is responsible for administrative management of the Area Office and providing effective and efficient administration and intake services for the Area within Koorana's policies, procedures and systems.

The Office Manager is an integral member of the Area 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 Area Office, including enquiries inbox
- Provide general administration services and support for the Area Office and service outlets, including office presentation, equipment maintenance, correspondence
- Collaboratively with other Office Managers
  - Implement agreed changes to documents
  - Maintain security codes
  - Maintain contact with cleaning/maintenance provider
  - Maintain supplier contact lists
- Provide initial support to Area staff with ICT and the CMS
- Develop and maintain an Area Office administration manual
- Undertake client and general filing & archiving for the Area
- Undertake Area data collation for internal & external reporting
- Coordinate local distribution of marketing materials
- Support the Service Operations Manager with their administration needs as requested.

#### *Area Intake & Client Administration*

- Undertake client intake processes and interviews, providing clients wishing to access Koorana services with support and advice re accessing funding and planning support, pre-enrolling and prioritising in CMS, and referring externally, in liaison with practitioners
- Monitor pre-enrolment lists and maintain client relationships until they enter a service
- Undertake client administration (including reminders, absences, cancellations and rescheduling)
- Maintain client records and their integrity in the client management systems
- Monitor effectiveness of intake process, and recommend improvements
- Coordinate intake activities with other Koorana staff
- Build and maintain relationships with referrers, and maintain their information in CMS
- Ensure referrers have access to up to date information on services and making referrals.

#### *Financial Administration*

- Purchase of equipment, supplies and consumables for the Area
- Maintain company Area credit card use and documentation
- Fee collection, banking and petty cash for the Area Office and service outlets.

#### *Building & Asset Maintenance*

- Coordinate building maintenance, cleaning and upkeep for the Area Office, and for service outlets as relevant
- Coordinate inventory maintenance for the Area
- Maintain Area motor vehicles
- Maintain Area registers (e.g. keys, equipment loans)

#### *Work Health & Safety (WHS)*

- Coordinate WHS for the Area (excluding Preschools), 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)

#### *Events & Projects*

- As required contribute to the coordination and administration of Area and Koorana events (e.g. expos, all-in days, AGMs, Board meetings), collaborating with other Administrators and Corporate Services
- Undertake specific projects on request

#### *Koorana-wide Administration Team*

- Actively collaborate and support across the team of Koorana Administrators, leading on Koorana-wide administration and intake areas as required
- Provide cover for other Administrators as required.

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

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

- Demonstrated experience in developing and implementing administration systems
- Proven ability to develop & foster relationships with diverse range of people
- Exceptional communication, interpersonal and customer service skills
- Demonstrated experience in building relationships with families, staff and other professionals
- Experience in conducting client intake processes and interviews
- Knowledge of the principles of family-centred and transdisciplinary key-worker practices
- Demonstrated ability to take initiative, prioritise, plan ahead, anticipate risks and problem solve
- Demonstrated ability to work with culturally diverse families and communities
- Experience in anticipating and managing sensitive and challenging situations effectively
- Proficiency in working with client management systems and a range of computer applications, including Microsoft Office
- Experience in WHS Administration
- Experience in property and event administration.

#### **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.