



## **Koorana Child and Family Services - Position Description**

**Position Title:** Preschool Office Coordinator

**Reporting Relationship:** General Manager, Corporate Services

### **1. Position Purpose**

Koorana is committed to delivering quality early childhood education, intervention and family support services that acknowledge and respect all individuals through a diverse range of early childhood education, intervention, and therapy services.

The Preschool Office Coordinator is responsible for implementing effective and efficient administration and intake services within Koorana Croydon Street and Phillip Streets preschool within Koorana's policies, procedures and systems.

The Preschool Office Coordinator is an integral member of both preschool teams and works collaboratively as part of Koorana's overall Administration Team; however, the priority of work lies within preschools.

### **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 the Manager, Client Access; Service Manager, Intervention Support & Disability; Manager, Practice & Clinical Governance; Playgroups Team Leader; Phillip Street Preschool Team Leader and Croydon Street Preschool Team Leader, 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**

Across both preschools on nominated days (two days per preschool and one day alternating per week; these days will be decided in consultation with the General Manager Corporate Services, General Manager Client Services and Preschool Team Leaders), the Preschool Office Coordinator will provide:

#### *Reception and Administration*

- Provide reception services for both preschools between the hours of 8am and 4pm.
- Undertake client intake, enter into Penelope and QikKids, and assign to Allocation list (for children other than mainstream preschool). Where through the client intake process, a child is identified for preschool intervention support, the Preschool Office Coordinator will refer the child to the Service Manager, Intervention Support & Disability who will determine eligibility for preschool intervention support.
- Maintain mainstream pre-enrolment list.
- Undertake allocation of mainstream preschool positions and where required consult the Preschool Team Leader.
- Undertake enrolment process for preschool mainstream positions and preschool intervention support positions. (The Preschool Office Coordinator is not responsible for the allocation of Preschool Intervention Support Positions. Eligibility is determined by the ECEI Coordinator and the position allocated by the Team Leader Skill Development and Therapy in consultation with the Preschool Team Leader).
- Maintain client records in the client management systems (QikKids and Penelope).
- Undertake client and general filing and archiving.
- Provide general administration (including office presentation, equipment maintenance, correspondence).
- Ensure whole of organisation administrative functions are supported in the preschool, including but not limited to document control, policy and procedures.
- Keep up to date and print on a weekly basis staff rolls, children's rolls, daily information charts and program & progress notes.
- Mark rolls in QikKids on a weekly basis.
- Order equipment, supplies and consumables.
- Participate in corporate services meetings to ensure whole of organisation administrative consistency.
- Undertake projects and other tasks as required for the preschool.

#### *Financial Administration*

- Before families commence at preschool collect the two-week deposit and two weeks' fees in advance as part of the enrolment process.
- Charge fees to families on a fortnightly basis through QikKids and provide families with a fortnightly statement.
- Collect preschool fees between 8am and 4pm.

- Manage Koorana's preferred fee payment method Ezidebit.
- Ensure all families remain in advance regarding their fees and follow up any accounts in arrears in accordance with the preschool fees policy. Consult with the Preschool Team Leader, Finance Manager and General Manager Corporate Services as required.
- Complete all tasks associated with cash management including banking and local petty cash.
- Adjust fees in QikKids as required.

#### *Building & Asset Maintenance*

- Co-ordinate building maintenance and cleaning (including a maintenance log) and consult with the Preschool Team Leader and General Manager Corporate Services as required.
- Support Preschool Team Leader to maintain site equipment registers and inventories

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

- Maintain each preschool's risk register, liaising with corporate services as necessary.
- Support the Preschool Team Leader to maintain the incident register and reporting.
- Ensure timely safety equipment checks and maintain service records (e.g. alarms, fire equipment, electrical tagging).

#### *Evaluation & Reporting*

- Assisting the Preschool Team Leader, General Manager Corporate Services and/or General Manager Client Services with internal & external reporting (e.g. preschool census report, PDSP funding)

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

#### *Experience & Skills*

- Demonstrated experience in implementing and maintaining administrative systems, including records management.
- Demonstrated ability to take initiative, prioritise work, plan ahead, anticipate risks and problem solve.
- Experience anticipating and managing sensitive and challenging situations effectively.
- Proven ability to develop & foster relationships with a diverse range of people.
- Excellent communication and customer service skills.
- Proficiency with Microsoft Office computer applications.
- Knowledge of QikKids preferred.
- Experience working in Early Childhood Education centres an advantage.

#### *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**

- On the job involvement, work tasks and project involvement as requested.
- Participate in a performance review process.
- Attend preschool and corporate services meetings as required.
- Attend internal/external training as appropriate.
- 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.