

Koorana Child and Family Services - Position Description

Position Title:	Office Manager
Reporting Relationship:	General Manager Corporate Services
Direct Reports:	Receptionist/Intake Preschools Administrator Office Assistant Office Volunteer
Key Internal Stakeholders:	Executive Management Team Corporate Services Team Service Delivery Managers and Team Leaders

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 leads Koorana's administrative team as an integral member of the Corporate Services Team, working collaboratively as part of Koorana's overall leadership.

2. Organisational context of the position

Koorana's management structure positions the organisation for ongoing growth and development. The Board of Directors 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 (EMT).

The Office Manager reports to the General Manager Corporate Services, who 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

Supervise Koorana's Administration Team

- Actively collaborate and support across the team of Koorana Administrators, leading onsite specific and Koorana-wide administration and intake areas as required
- Provide regular supervision to all administration staff and volunteers

Executive Assistance to Koorana's EMT

- Assistance with preparation of agenda, minutes and management reports for EMT meetings
- Diary and correspondence management and other executive assistance for the CEO and General Managers
- Assistance with Board and Sub-Committee documentation and meetings as required

Contract Management

- Work closely with the General Manager Corporate Services to monitor contract compliance and reporting time frames
- Collate data and other information for internal and external reporting requirements

Document Management

- Function as Koorana's Privacy Officer, ensuring compliance with Privacy Principles and legislation
- Client and staff related document management (eg. high level complaints, staff grievances, etc.), liaising with the Information Coordinator, HR Manager and other staff as required
- Co-ordinate Policy and Procedure review and document management, including collating policy feedback for EMT consideration
- Manage the Koorana sharepoint, contact lists and other data bases
- Oversee client and general filing and archiving across whole of Koorana
- Provide back up support for ICT and the CMS
- Develop and maintain an administration manual and procedures

Financial Administration

- Manage purchase requests across all sites (equipment, supplies and consumables)
- Oversee fee collection, debtor management, banking and petty cash with relevant staff

Building & Asset Maintenance

- Coordinate building repairs and maintenance schedules across all sites
- Liaison with relevant contractors and external stakeholders
- Coordinate inventory maintenance and register (e.g. keys, equipment loans)
- Maintain Koorana motor vehicles

Work Health & Safety (WHS)

- Coordinate WHS across all Koorana sites, including maintaining the 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 and Projects

- Contribute to the coordination and administration of Koorana events (e.g. expos, all-in days, AGMs, Board meetings), collaborating with other staff as required
- Undertake specific projects on request

4. Selection Criteria

Essential Experience and Skills:

- Relevant tertiary qualifications
- Demonstrated experience in developing and implementing administration systems
- Proven ability to manage teams and work collaboratively with organisational stakeholders
- Experience providing Executive Assistant duties
- Ability to develop and foster relationships with diverse range of people
- Exceptional communication, interpersonal and customer service skills
- Project and team management skills, including ability to plan, manage risks and problem solve
- 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:

- Demonstrated ability to work with culturally diverse environments
- An understanding of children's and disability services
- Respect for the philosophy and values held by Koorana
- Demonstrated customer centred practice
- 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.