

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Administration Officer</b>
<b>Department</b>	Administration
<b>Responsible To</b>	Managing Director (Residential) & Managing Director (Therapeutic)
<b>Responsible For</b>	Nil
<b>Classification</b>	Level 3 – Social, Community, Home Care and Disability Services Industry Award 2010
<b>Employment Status</b>	Permanent Part time – two days per week
<b>Last Updated</b>	April 2015
<b>Approved By</b>	Managing Director (Residential) & Managing Director (Therapeutic)

### Organisational Context

YLO (Residential Care Services) provides residential care and support services to children and young people placed under the care and protection of the Department of Communities, Child Safety and Disability Services across South East and South West Queensland. The nature of our business requires residential care and support services to be provided 24 hours per day, 7 days per week, 365 days per year.

YLO (Residential Care Services) Head Office and base of operations is located in Underwood with residential services currently provided throughout the Gold Coast, Cleveland, Logan, Ipswich and Toowoomba regions.

Our vision is to provide restorative experiences of care for children and young people that promote recovery, development and growth to maximise their potential for success and future lifestyle options.

#### **“Lifestyle Pathways, Lifestyle Choices, Lifestyle Options”**

YLO (Residential Care Services) operates under a therapeutic model of care. Therapeutic residential care moves beyond the basic provision of daily care and support and aims to bring about goal-directed and clinically significant change within the lives of children and young people. Therapeutic residential care provides reparative learning experiences within daily life, where each moment brings about opportunities for learning, development and growth.

Within YLO (Residential Care Services) residential care programs, children and young people are able to overcome their trauma and identify pathways for their lives, gain responsibility for choices in their lives, which in turn create options for success.

### Position Context

The position of **Administration Officer** is responsible for providing reception services and administrative support across the business under the guidance and direction of the Managing Director (Residential) & Managing Director (Therapeutic).

The position is required to work within a highly structured and well organised manner to ensure that the diversity of support and administrative tasks are timely and responsive to business needs.

The position of Administration Officer is employed on a permanent full-time basis with hours of work to be undertaken Monday to Friday between the hours of 9.00am – 5.00pm, including a 30 minute unpaid meal break, equating to a 38 hour working week.

The position of Administration Officer is located at YLO (Residential Care Services)' Head Office with limited travel to residential sites and external service providers required.

### Position Summary

This position of **Administration Officer** exists to:

- Provide professional and high quality reception and administrative services across the business to ensure optimum levels of support are available for the YLO (Residential Care Services) team and head office; &
- Actively contribute to the growth and success of YLO (Residential Care Services) by supporting continuous improvement and effectively participating as a member of the YLO team.

### Functional Relationships

External	Internal
<ul style="list-style-type: none"> <li>• Customers</li> <li>• Services providers i.e. technology, stationary, equipment</li> <li>• Government agencies</li> <li>• Evolve Interagency Services</li> <li>• Community agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Managing Director (Residential)</li> <li>• Managing Director (Therapeutic)</li> <li>• Other Head Office staff</li> <li>• Residential Care team including permanent part-time and casual employees</li> </ul>

### Key Result Areas (KRAs)

The position of **Administration Officer** undertakes the following major functions:

- Reception
- Administration
- Corporate Contribution

Position Holder is Accountable For	Position Holder is Successful When
<p><b>KRA 1 – Reception</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Providing a friendly and professional first point of contact reception service to internal and external customers, either over the telephone or face-to-face;</li> <li><input type="checkbox"/> Ensuring all phone calls to YLO (Residential Care Services) are answered in a timely manner and directed accordingly or detailed messages are taken and delivered to the appropriate team member (where necessary);</li> <li><input type="checkbox"/> Ensuring all enquiries are addressed efficiently and effectively with accurate information provided and within the scope of the position or referred to the appropriate team member (where appropriate);</li> <li><input type="checkbox"/> Ensuring all visitors' to head office completes the Visitor Log; and</li> <li><input type="checkbox"/> Maintaining reception environment cleanliness</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> No complaints are received;</li> <li><input type="checkbox"/> No complaints are received;</li> <li><input type="checkbox"/> No complaints are received;</li> <li><input type="checkbox"/> Visitor Log is complete and accurate;</li> <li><input type="checkbox"/> Reception environment is clean and tidy.</li> </ul>
<p><b>KRA 2 – Administration</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Providing administrative support to head office staff including but not limited to the undertaking of data entry, typing, filing, photocopying, compiling, binding and faxing of documents as required;</li> <li><input type="checkbox"/> Receiving and processing all incoming mail and correspondence and forwarding to the appropriate team member in an efficient and timely manner;</li> <li><input type="checkbox"/> Ensuring all outgoing mail and correspondence is appropriately signed and distributed including mail, email or fax in an efficient and timely manner;</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> All administrative support tasks are undertaken in an efficient, accurate and timely manner and completed within timeframes as directed by team member;</li> <li><input type="checkbox"/> All incoming mail and correspondence is processed and forwarded to the appropriate team member daily;</li> <li><input type="checkbox"/> All outgoing mail and correspondence is processed and distributed as required daily;</li> </ul>

Position Holder is Accountable For	Position Holder is Successful When
<ul style="list-style-type: none"> <li><input type="checkbox"/> Coordinating office systems, procedures and methods to ensure organisational efficiency and identifying ideas and implementing recommendations for improvement where appropriate;</li> <li><input type="checkbox"/> Organising appointments, meeting and training arrangements including catering, room, equipment and document preparation as necessary;</li> <li><input type="checkbox"/> Monitoring, ordering and distributing office supplies and equipment as necessary and when required picking up office equipment from suppliers;</li> <li><input type="checkbox"/> Arranging the maintenance and repair of office equipment as necessary;</li> <li><input type="checkbox"/> Developing, updating and maintaining company registers;</li> <li><input type="checkbox"/> Collating information from Residential Coordinators and Register to complete quarterly QSM report for Department of Communities, Child Safety and Disability Services;</li> <li><input type="checkbox"/> Collating information for Monthly Placement Register for Department of Communities, Child Safety and Disability Services;</li> <li><input type="checkbox"/> Organising functions for YLO staff and Young People;</li> <li><input type="checkbox"/> Organising YLO pool cars for servicing and professional detailing;</li> <li><input type="checkbox"/> Liaising with claimants in regards to car accidents and organise quotes for repair;</li> <li><input type="checkbox"/> Assisting with the set-up and maintenance of Residential houses;</li> <li><input type="checkbox"/> Assisting staff with special projects as directed and required; and</li> <li><input type="checkbox"/> Undertaking other duties as directed, in line with scope of position and skill level.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Office systems, procedures and methods are efficient and effective;</li> <li><input type="checkbox"/> All necessary arrangements are made in line with directives and set timeframes;</li> <li><input type="checkbox"/> Head office staff have access to adequate supplies and equipment to enable them to perform their duties adequately and efficiently;</li> <li><input type="checkbox"/> All equipment is maintained to a workable standard and / or fixed in a timely manner;</li> <li><input type="checkbox"/> All company registers are updated and maintained as per policies and procedures;</li> <li><input type="checkbox"/> Report is completed accurately and in a timely and efficient manner;</li> <li><input type="checkbox"/> Report is completed accurately and in a timely and efficient manner;</li> <li><input type="checkbox"/> Functions are arranged as per information and directions;</li> <li><input type="checkbox"/> YLO pool cars are serviced as per requirements;</li> <li><input type="checkbox"/> Repairs are undertaken in a timely and efficient manner;</li> <li><input type="checkbox"/> Set-up and maintenance of Residential houses is undertaken in a timely and efficient manner; and</li> <li><input type="checkbox"/> Additional tasks, in line with scope of position and skill level, are undertaken and completed in an effective and efficient manner.</li> </ul>
<p><b>KRA 3 – Corporate Contribution</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Supporting the growth and success of the company in advocating for children and young people;</li> <li><input type="checkbox"/> Serving as a role model to others and maintaining consistent personal performance, presentation and behaviour</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Contribution to the growth and success of the company is effective and of value;</li> <li><input type="checkbox"/> Corporate responsibilities and requirements are adhered to;</li> </ul>

Position Holder is Accountable For	Position Holder is Successful When
<p>that aligns to YLO (Residential Care Services) standards;</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Performing as an effective team member, contributing to team goals and creating an environment of openness, trust, respect and learning;</li> <li><input type="checkbox"/> Actively developing and promoting a positive work culture within YLO (Residential Care Services) by ensuring all interactions, documentation and communications are conducted in a manner that supports the company's Vision, Mission and Values;</li> <li><input type="checkbox"/> Upholding at all times the Standards of Care, and YLO (Residential Care Services) Code of Conduct and all policies and procedures including OH&amp;S requirements;</li> <li><input type="checkbox"/> Actively participating in Supervision and other learning and development opportunities, internal and external, to foster professional development and attending all relevant organisational meetings and mandatory trainings within specified timeframes;</li> <li><input type="checkbox"/> Maintaining a high level of confidentiality regarding corporate information and the children and young people's history and information; and</li> <li><input type="checkbox"/> Undertaking other duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Actively working as an effective team member is noted i.e. attendance at team meetings;</li> <li><input type="checkbox"/> No complaints;</li> <li><input type="checkbox"/> Evidence of contribution towards creating a positive work culture within the organisation is noted;</li> <li><input type="checkbox"/> No complaints;</li> <li><input type="checkbox"/> Code of Conduct is adhered to;</li> <li><input type="checkbox"/> OH&amp;S requirements are adhered to;</li> <li><input type="checkbox"/> Attendance at Supervision and Professional development is occurring;</li> <li><input type="checkbox"/> Confidentiality is maintained at all times; and</li> <li><input type="checkbox"/> Other duties are undertaken as directed as and when required.</li> </ul>

**Note: The precise performance measures for this position will need further discussion between the position holder and manager as part of the performance development & review process**

### OH&S Obligations

As an employee of YLO (Residential Care Services), you are expected to:

- Comply with company Workplace Health and Safety policy and procedures and any reasonable instruction given to them to assist in YLO (Residential Care Services) adhering to Workplace Health and Safety laws;
- Conduct workplace activities in a manner which prevents personal injury or injury to other, & / or damage to property, as far as possible;
- Report workplace incidents, hazards or other relevant information as soon as possible and in line with company Workplace Health and Safety policy and procedures;
- Engage in open and meaningful communication to ensure understanding of the health and safety standards expected of them; &
- Participate in relevant and ongoing health and safety information, training and education, as identified appropriate.

## Selection Criteria

### Qualifications

Essential
<ul style="list-style-type: none"> <li>• Current drivers licence</li> </ul>
Desirable
<ul style="list-style-type: none"> <li>• Certificate IV in Business Administration or equivalent</li> </ul>

### Experience, Knowledge & Skills

Essential
<ul style="list-style-type: none"> <li>• Demonstrated experience (minimum 2 years) in general office administration / reception</li> <li>• Demonstrated ability in using Microsoft Office suite, particularly Word and Excel</li> <li>• Well-developed interpersonal and written skills</li> <li>• Strong customer services skills</li> <li>• Effective time management and organisational skills</li> <li>• Ability to use initiative, be self-motivated and use problem solving skills</li> <li>• Ability to work independently and as part of a team</li> <li>• Respect for, and understanding of, confidentiality and privacy provisions</li> </ul>
Desirable
<ul style="list-style-type: none"> <li>• Experience within the child protection field or Community Services sector</li> </ul>

**Note: All employees of YLO (Residential Care Services) are required (where necessary) to have a Blue Card or have the ability to obtain one. All employees, prior to commencement are required to undertake a Suitability Check (Child Safety Services). A valid and current Blue Card and Suitability Check must be maintained at all times during employment with YLO (Residential Care Services).**

I hereby acknowledge that I have read and agree to fulfil, to the best of my abilities, the above-listed duties and responsibilities:

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 Signature of Employee

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 Print Name

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 Date

**Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Position Description may be reviewed as part of the preparation for performance development & review process.**