

SOUTH BURNETT CTC INC POSITION DESCRIPTION

OFFICE MANAGER CTC RESIDENTIAL SERVICES
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Position Type	Full Time (38 hours per week) – flexibility and accountability in how these hours are worked to meet the needs of clients – the spread of hours per weekday can range between 6.00am and 8.00pm
Program	Residential Services
Location	Youth Park, Kingaroy
Reports To	Youth & Family Services Manager
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA Transitional Pay Equity Order (TPEO) Level 3.1 (\$32.54 per hour) + salary packaging

Position Summary

CTC delivers 24/7 Residential Services in partnership with the Department of Children, Youth Justice and Multicultural Affairs (the Department)

- Seven grant funded residential care places for young people both male and female with complex support needs. Grant funded residential care places are licensed and monitored by the Department through their ongoing assessment of the Service meeting the Human Services Quality Framework and associated Standards.
- A number of Individual Placement Services (IPS) operate separately from the grant funded places but under the same licencing arrangements. The numbers change frequently.
- Individual Client Support (ICS) for children referred by various agencies on a fee for service basis, including schools, the Department and Partners in Foster Care.
- Supervised Family Contact on behalf of the Department.

The Residential Services Office Manager works under general guidance with defined guidelines to undertake a range of duties which require the application of acquired organisational and administration skills and knowledge. The position contributes to the objectives of CTC Residential Services by providing organisational and administration support while exercising sound judgement, initiative, confidentiality and sensitivity. The Office Manager is responsible for managing their own time, planning and organising their own work and resolving procedural issues.

Depending on the number of children, changes in children or staff and what is happening through the week, the role can be extremely busy with multiple priorities.

To effectively deliver this role, the Office Manager must be able to:

- Provide a welcoming, friendly first contact point for stakeholders, children and staff
- Prioritise duties with a focus on needs of the clients, support of the staff and established policies and procedures
- Multi task effectively and logically
- Identify if the workload from time to time is at risk of becoming unmanageable and request support to maintain a manageable workload

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Attributes required to meet the responsibilities of the position

Qualifications/Industry Experience/Licences

- A positive and solution focussed approach to work whilst working in a fast paced and ever changing environment
- Excellent written and oral communication skills
- Knowledge of established policies, procedures and practises relevant to Residential Services
- Knowledge of legislation and regulations related to Residential Services
- A high level of computer skills (Excel, Word, PowerPoint)
- Expertise in databases and able to operate SRS Infoxchange and Emplive to a high level
- A level of expertise and experience to undertake a range of administration activities including managing finances, fleet, resources and property related to the service
- An understanding of the Human Services Quality Framework (HSQF)
- Queensland Driver's Licence
- First Aid and CPR Certificates or ability to acquire

Screening

- Working with Children Blue Card
- Licencing of Care Services Suitability Check
- Open class drivers licence
- Ability to meet and maintain any other current or future legislative benchmark requirements

Cultural Awareness

- Ability to respond in a culturally sensitive way to all stakeholders of the service

Responsibilities of the Position

A broad outline of the responsibilities position includes:

The Residential Office Manager is the first point of contact by external stakeholders and often for staff. Children supported by Residential care often accompany staff to the office. The Office Manager provides a friendly, supportive and helpful first point of contact.

- Providing a welcoming presence for children supported by Residential care so they feel “connected” and part of a broader support network
- Providing information and resources to staff who present at the office
- Communicating with the Department, carers, families, schools, Community Visitors, medical professionals and other support professionals both verbally and in writing. Ensuring that all verbal communication is followed up with an email to ctcresi@sbctc.com.au to promote open communication amongst the team
- Providing responses to emails by the next business day
- Communicating to staff, Team Leaders, Managers, Finance, Human Resources and other CTC staff by email ensuring all appropriate people are cc'ed
- Maintaining electronic files of everything related to the service including Meeting Minutes, Client Documentation and Client Photos

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Rostering and Staff Support

- Be an expert on EmpLive as a support to the Team Leaders and Managers. Help resolve any issues as they arise
- Provide staff with details on ICS and Family Contact shifts including details of children, carer, parents, car to use, location, times and paperwork to complete. Maintain current information on One Drive for use of others in times of absence
- Process staff unavailability and leave requests
- Add in ICS and family support shifts as they are requested and work with Team Leaders to fill with the right staff to match the support needs
- Support new staff with their training requirements and help them problem solve issues so they can move effectively through the induction period
- Enter file notes to changes in contacts or cancelled shifts
- Maintain staff supervision records, reminding Team Leaders of staff requiring supervision
- Provide staff with support around policies, procedures and where to go for information, support or advice
- Provide staff with mandatory service specific training – questionnaires, online training
- Work with the Human Resources team to ensure staff receive external supervision as required and ideally a minimum of 4 times per year
- Work with the Residential Services team and the Human Resources team to organise staff training
- Organise catering and materials for internal staff training

Managing Logistics

- Be current on what is happening within the service and work with Team Leaders to ensure that the service operates smoothly and professionally
- Work with the team to ensure that properties are properly maintained and resourced. Work alongside Corporate Services Coordinator (Maintenance) to provide correct maintenance requests and to prioritise work and ensure tradesman have access to the properties
- Work with the team to ensure that vehicles are properly maintained, cleaned and available as required
- Work with the team to ensure that the Residential Services team has access to appropriate resources – whether this be for camping, excursions, individual support etc.
- Work with the team to organise requirements for set up of a new house and ensure they are in place
- Work with the team to close down a house and ensure that resources are accounted for and safely stored for future use
- Work with the team to organise camps and other experiential learning opportunities for the children and young people in Residential care

Client Files, Licensing Compliance

- Maintain client files ensuring all required documentation is uploaded to the database and is saved on the Residential Services G drive. Work with the Administration Assistant to upload all relevant documents to the database
- Support Team Leaders to review the database including notes not entered, out of date Individual Care and Behaviour Plans (ICPB) etc
- Provide the Service Manager with a list of documentation outstanding or out of date required from Child Safety on a monthly basis
- Send client notes for children in the houses to the correct Child Safety Officer (CSO) every month
- Send client notes for ICS weekly to Partners in Foster Care
- Send family contact notes and feedback forms to CSO within 48 hours of family contact
- Make a file note on the database when client notes are sent
- Work with WHS Rep to ensure records are up to date
- Work with Service Manager and Team Leaders to ensure policies, procedures and processes are up to date and that staff are aware of changes
- Return electronic records to Child Safety within a quarter after the client file is closed

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Clients

- Ensure every child or family supported is set up on the Infoxchange database prior to the first support
- For new referrals, complete a matching form
- Ensure all client appointments are in both the House and the Team Leader calendars
- Work alongside Team Leaders and Child Safety to ensure that each child has an up to date Health Passport
- Ensure each child has a Medicare number and preferably card on file
- Ensure that clients have completed their house induction (and returned)
- Ensure that Authority to Care (ATC) documentation is always current and notify Service Manager if they are not
- Work alongside Team Leaders to ensure that clients have their basic needs met and that care is in line with the Standards of Care

Vehicles and Resources

- Clean the Residential Services office every day
- Ensure that houses have all required resources and equipment to maintain a clean and safe environment
- Coordinate the water, gas etc. checks and re-fills for the houses so they are never without
- Ensure that all vehicles are maintained as required
- Allocate vehicles to houses, support shifts and to individual clients and book through the calendar
- Provide all fuel dockets to finance
- Collate all vehicle mileage forms and vehicle maintenance forms
- Complete monthly vehicle mileage report and send these and maintenance forms to Corporate Service
- Work as part of the team to ensure that appropriate resources are provided and that these resources are maintained, kept cleaned and documented through the resource database
- Have an awareness of IT resources, location, passwords and operation
- Allocate vehicles and resources as required and as needed

Finances

- Ensure all finances are spent and accounted for within established policies and guidelines
- Maintain petty cash floats and account through weekly reconciliations to Finance
- Allocate purchase orders and petty cash to staff as per the approved requests in the database and ensure that all receipts are returned along with any unspent funds
- Ensure all purchase orders and dockets are submitted to Finance within seven working days
- Manage Family Assistant Office (FAO) payments to ensure this is spent appropriately on children who receive these payments
- Manage debit card and ensure it is used and recorded appropriately and correctly with reconciliations provided to Finance in the first week of every month

Other Duties

The duties of the Residential Services Office Manager are diverse, working alongside Team Leaders and can change from time to time in line with the needs of the service.

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's mission and vision and contribute to the success of the organisation in its entirety
- Be an effective member of the Youth & Family Services Team as well as all other CTC Teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties

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- Assist in maintaining a clean, hygienic and tidy work environment at all times
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:
 - Human Services Quality Standards
 - NDIS Practice Standards
 - Qld Human Rights Act
 - CTC Staff Code of Conduct
 - NDIS Code of Conduct Code
 - CTC Code of Conduct for Working with Children and Young People

Performance Support and Reviews

- Regular support and supervision with the Youth & Family Services Manager
- External supervision as required
- Performance will be reviewed within an initial 6 month probation period and then on an annual basis according to the details of this and any revised position descriptions.

Confirmation of Understanding and Agreement with the Position Description

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- that more detailed responsibilities and duties will be discussed in line with the requirements of the organisation and broadly consistent with the role

STAFF MEMBER NAME: _____

STAFF MEMBER SIGNATURE: _____

DATE: ___/___/___