

SOUTH BURNETT CTC INC

POSITION DESCRIPTION

ADMINISTRATION ASSISTANT CTC PARTNERS IN FOSTER CARE, WONDAI

Position Type	Full Time (38 hours per week) - 9.00am to 5.06pm, Monday to Friday, however flexibility and accountability in how these hours are worked to meet the needs of the service and carers is required - the spread of hours per weekday can range between 6.00am and 8.00pm
Program	Partners in Foster Care
Location	20-24 Mackenzie Street, Wondai
Reports To	Partners in Foster Care (PIFC) Service 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 2.1 (\$30.46 per hour) + salary packaging

South Burnett CTC Inc (CTC)

Information on the objects, mission, vision, values, Board of Governance and current operations of CTC can be found at www.sbctc.com.au.

CTC Partners in Foster Care

Through two contracts with the Department of Children, Youth Justice and Multicultural Affairs, Partners in Foster Care (PIFC) recruits, trains, assesses and supports carers across the South Burnett who care for children and young people under Child Protection Orders.

- The Foster and Kinship contract supports Department approved carers of children/young people aged from birth to 17 years who have moderate to high support needs.
- The Intensive Foster Care contract supports children/young people aged from birth to 17 years who have complex or extreme support needs and are being cared for by Department approved Foster or Kinship carers.

Attributes required to meet the responsibilities of the position

Experience/Qualifications/Licences

- Highly developed interpersonal skills to provide welcoming and professional reception duties
- Ability to provide administrative support requiring a relevant degree of administration skills, initiative, planning, time management and confidentiality
- Ability to efficiently operate IT programs including MS Office and data collection systems to assist with a range of records management functions

Communication and Information Sharing

- Verbal and non-verbal communication techniques and active listening skills, complemented by appropriate interpersonal skills, to ensure the timely and accurate sharing, receipt and dissemination of internal and external information
- Written communication skills that demonstrate accuracy and attention to detail
- A professional understanding of privacy and confidentiality in relation to the sharing of information
- Queensland Driver Licence

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- First Aid and CPR
- COVID-19 vaccination

Screening

- Working with Children Blue Card
- Licencing of Care Services Suitability Check or ability to acquire
- Ability to meet and maintain any future screening requirements

Cultural Awareness

- Ability to respond in a culturally sensitive way to all stakeholders of the service
- Ability to uphold cultural protocols and maintain community support

Availability and Flexibility

- Flexibility to adjust hours when required to keep children/young people safely placed with carers
- Availability for occasional pre-planned out of work hours/weekend events

Broad Responsibilities of the PIFC Administration Assistant Position

Cooperative Responsibilities

- All PIFC staff are required to establish sound working relationships and cooperative arrangements with CTC staff at all levels, foster and kinship carers, government and non-government agencies, community groups and any other stakeholders

Reception Responsibilities

- Ensure the workplace presents a professional, clean, hygienic and tidy environment
- Provide a welcoming and professional first point of call to clients, staff and other stakeholders visiting, telephoning, emailing or otherwise contacting the service and provide accurate information and appropriate responses, ensuring they are directed to the most appropriate person to meet their immediate needs
- Email messages to the relevant team member

Administration Responsibilities

- Cover letters to the Department etc
- Ensure the process for purchase orders and payment of invoices meets the requirements of the CTC Purchasing Policy
- Mail outs to Carers (e.g. letters, training invitations)
- Management of incoming and outgoing mail and maintain the register
- Fuel receipts – recording and processing at the end of each month
- Vehicle monthly checks
- Assist, as required, to create profiles on the database and spreadsheet
- Create the initial pack and the induction packs
- Library inventory
- Stationary orders
- Archiving

Referral and Matching Processes Responsibilities

- Assist with the management of the referral system (including spreadsheet, database and hard copy filing processes)

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Authority to Care (ATCs) Responsibilities

- Email the Department on a weekly basis requesting that they provide outstanding ATCs
- Send out Authority to Care to Carers via post and email
- ATC for the children/young people entered on the database
- Enter the child's/young person's details on the respite spreadsheet
- Enter the respites on the ATC respite weekly respite reports
- Make a cover sheet for that to be sent out to the carers
- Add it to the mail register
- Add the ATC on the respite carer's and child's/young person's database respite tab

Back Office Responsibilities

- Manage the bookings; stocking the rooms ie tea, coffee etc, toilet paper, make sure bathroom soaps are topped up
- Maintain the rooms: vacuuming each room, rubbish bags emptied
- Lock and unlock and get the rooms ready for meetings, training etc

Training Responsibilities

- Send invitations to Carers
- Carer attendee Certificates
- Negotiate bookings with venues ie the Ration Shed & Enterprise Centre
- Make sure there is enough seating
- Ensure the equipment is there and functioning
- Order, pickup and setup catering

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 Partners in Foster Care 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
- 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

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Performance Support and Reviews

- Regular support and supervision with the Service 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: ___/___/___