



SOUTH GIPPSLAND SHIRE COUNCIL

POSITION DESCRIPTION

POSITION:	Systems Administration Officer
DIRECTORATE:	Corporate and Community Services
DEPARTMENT:	Children and Family Services
CLASSIFICATION:	Band 4
EMPLOYMENT STATUS:	Ongoing Part time
CURRENT OCCUPANT:	Vacant
DATE:	September 2016

ORGANISATION OVERVIEW

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment. We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities. Our values are present in what we do and how we do it. With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating 'a great place for us'.

DEPARTMENT

The Children and Family Services department is responsible for and includes the following programs and services:

- Immunisation
- Maternal and Child Health
- Supported Playgroups
- Central Kindergarten Enrolment
- Pre-School Inclusion
- Early Years Projects



ORGANISATIONAL RELATIONSHIPS:

Reports to: Coordinator, Children and Family Services

Key Internal Relationships:

- Children and Family Services staff
- All departments within Council
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Key External Relationships:

- Department of Education and Training
- Department of Health and Human Services
- Best Start Partnership
- Primary Care Partnerships
- Other Councils
- Local Hospitals
- Other relevant providers

1. POSITION PURPOSE

- Maintain a range of family & children's services systems, ensuring data integrity and security at all times.
- Provide proactive customer service and administrative support in an accurate and timely manner.
- Ensure systems and administration responsibilities for project and program outcomes are achieved and are in line with individual work plan and Council plan.

2. KEY RESPONSIBILITIES

The Systems Administration Officer provides assistance to children and family services, enabling timely, accurate and identifiable information to be implemented across Council and the community by:

- Providing systems administration and general office support to the Coordinator Children and Family Services and including, but not limited to:
 - Early Years Projects
 - Early Years Forums
 - Central Kindergarten Enrolment Scheme
 - Immunisation
 - Supported Playgroups
 - Pre-school Inclusion
 - Maternal & Child Health Services



- Oversee on-line Central Enrolment Program, using systems and processes to ensure its ongoing success
- Assisting the Coordinator, Children and Family Services with the implementation of procedures, using a range of relevant systems to ensure best practice customer service
- Develop and deliver a range of systems based reporting across the family and children's services function
- Develop processes to ensure the ongoing data integrity and security of the range family and children's services systems
- Administrative support to the MCH and Immunisation units
- Administrative coordination of meetings, forums, workshops etc. with key stakeholders where necessary.
- Accurately referring clients with counter and telephone enquiries to relevant staff.
- General administration duties including filing, typing, replenishing and acquiring supplies, mail outs, photocopying, letter writing, MCH correspondence and other duties as directed.
- Assist in the provision of a safe working environment for all staff and employees of the Department, in accordance with the regulations of the Victorian Occupational Health and Safety Act.

3. ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is authorised to/responsible for the following:

- Authority to provide advice to members of the public and other clients concerning children and family services matters.
- Freedom to act is limited by standards, processes and guidelines with scope to exercise discretion within established procedures.
- Authority to prepare purchase orders.
- Authority to manage and use purchase card.
- Authority to draft correspondence, presentations and promotional material.
- Accountable to act in accordance with the Councils policies and procedures. Where you do not know, you are obligated to find out.



- Accountable to complete the requirements of the role, work as a valued member of the team, and do your best for the community and the Council.
- Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation.
- Accountable to demonstrate and encourage appropriate safety practices, report inappropriate behaviours and incidents, participate in training provided, improve work practices to reduce risk.

4. JUDGEMENT AND DECISION MAKING SKILLS

Judgement and decision making will be within the ambit of the following:

- Ability to initiate improvements to customer service within prescribed procedures and processes.
- Capacity to identify tasks required to be completed and to undertake such work within prescribed procedures or guidelines.
- Guidance and advice are always available within time to make a choice.

5. SPECIALIST SKILLS AND KNOWLEDGE

The skills and knowledge required to perform the duties of the position include:

- An understanding of children and family services programs and associated areas.
- Understanding the appropriate technology, procedures and processes to undertake the tasks required.
- Functional agility in the IT environment to meet the requirements of CDIS software for MCH and CE
- Support Immunisation administration during high volume school vaccination program.
- Excellent computer skills in all aspects of the Microsoft Office suite and the ability to learn dedicated Council software applications.
- An understanding of a computerised customer management system.
- An understanding of the various policies and procedures pertaining to children and family services.



- Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities.

6. MANAGEMENT SKILLS

The required management skills include:

- Organise aspects of Children's Services Provider Network (CSPN) meetings.
- Skills in managing time and planning and organising one's own work.
- Ability to adapt to changes in the work area.

7. INTERPERSONAL SKILLS

Interpersonal skills include:

- Excellent interpersonal skills and the ability to communicate tactfully and diplomatically with all levels of staff, and the public.
- Ability to gain cooperation and assistance from team members, customers, members of the public and key stakeholders.
- Demonstrated ability to work independently as well as a member of a team.
- Ability to prepare routine correspondence and reports.
- The ability to quickly determine the needs of customers and determine the most appropriate person to provide the information or advice.
- The ability to maintain confidentiality and be sensitive to the needs of the customers.
- The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team.
- Ability to report regularly to supervisor

8. QUALIFICATIONS AND EXPERIENCE

The qualifications and experience required for the position include:



- Year 12 education or a Certificate in Business Administration related discipline or experience in the use of multi-functional systems administration
- Strong administrative and frontline customer service skills

9. SELECTION CRITERIA

- Year 12 education or a Certificate in Business Administration related discipline or experience in the use of multi-functional systems administration
- An understanding of children and family services programs and associated areas.
- Strong administrative and frontline customer service skills
- Excellent computer skills in all aspects of the Microsoft Office suite and associated programs.
- Ability to prepare routine correspondence and reports.
- Excellent interpersonal skills and the ability to communicate tactfully and diplomatically with all levels of staff, and the public.
- Current Working with Children Check

10. PRE EMPLOYMENT CHECKS

- Applicants may be required to complete a police check if progressing to the next selection stage.
- Applicants may be required to undergo a pre-employment medical examination if progressing to the next selection stage.
- Applicants may be required to undergo an Integrity/Psychometric assessment if progressing to the next selection stage.



ACCEPTANCE OF THE POSITION (Successful Candidate)

ACCEPTED for and on behalf of the **EMPLOYEE**

[acceptance_status]

Acceptance of Employee

[candidate_name]

Name of Employee

[acceptance_date]

Date