

# Position description

## Placement Support Officer

### Summary information

Section	Kids' Early Learning	Directorate	City Living
Position grade	Grade 6	Position type	Permanent, full-time
Skill descriptor	Band 2 level 1	Direct reports	No
Reports to	Senior Administration Officer	Release limit	\$0
Approval limit	\$0	BCC number(s)	BCC849
Created/reviewed	September 2019		

### Our Values

#### TEAMWORK



#### CUSTOMER FOCUSED



#### INNOVATION



#### COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

#### Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

## 1 Position purpose

- To convert wait list enquiries to an enrolment for Kids' Early Learning Family Day Care (KELFDC) by matching available child care places with customer needs and preferences.
- Manage KELFDC wait list and enrolment services to meet the objectives of KEL in accordance with operational plans and budget.
- Act in accordance with the NSW *Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety (WHS) System.

## 2 Qualifications and experience

---

### Essential

- Diploma of Community Services or equivalent, or relevant qualifications in a related field
- Solid experience in customer service and enquiry management
- Effective written and verbal communication
- Good customer relationship management skills.

### Desirable

- 8 plus years' experience in a customer services related business
- Knowledge of Family Day Care
- Knowledge of Child Care Subsidy eligibility requirements and legislation around enrolments of children with the service
- High level of familiarity with Child Care Management system software applications
- Advanced computer skills
- Ability to think creatively.

## 3 Authority

---

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

## 4 Key accountabilities

---

### Position specific

- Liaise with families requiring care or relocation, ascertain their child care needs and match with available Family Day Care Educator vacancies
- Liaise with staff to help ensure suitability of placements and that Educators are meeting all legislative and Scheme requirements
- Ensure all legislative requirements are met around reporting of data and that all enrolments are compliant with legislation
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
  - familiarise yourself with our Volunteers policy and standards
  - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
  - undertake training needed to effectively coordinate volunteers
  - allocate sufficient time to volunteer coordination.

### Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.

- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately.
- WHS001 - Matrix is attached.

### Corporate

- To commit to and embrace the objectives of our community strategic plan, Our Blacktown 2041, by contributing to the delivery of our corporate objectives and strategic vision.

### Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

### Environmental sustainability

- Act in line with the *NSW Protection of the Environment Operations Act 1997*, the *NSW Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

## 5 Duties

---

### Operational

- Develop and implement wait-list procedures
- Maintain a working knowledge of KEL procedures and industry regulations to satisfy customer enquiries.
- Deliver high satisfactory customer service levels through coordinating polite, friendly advice, support and behavior to all customers, staff and Educators.
- Provide timely and accurate reporting as required by KEL management
- Provide accurate reporting as required regarding enrolments statistics, enrolment issues, fluctuations in care demands, customer needs and areas trends
- Deal with and or escalate complaints, compliments and or enquiries and escalated when required
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

### Quality service provision

- Maintain knowledge and meet child protection and Mandatory reporting responsibilities
- Maintain high level of accuracy when entering children's details into child care management software and formalising enrolments
- Determine the completeness and correctness of information provided by family for enrolments, change to care and relocation requests.

- Contribute to the development of strategies for encourage the enrolment of new children and families
- Provide support for new customers and help them understand the enrolment process and regulatory requirements.
- Be sensitive to language difficulties from non-English speaking customers and seek aide where necessary.
- Ensure information regarding additional care or complex health care needs are passed onto the FDC Educator before care commences.

#### Personal control and communication

- Maintain a working knowledge of KEL policy, procedure and industry regulations to satisfy customer enquiries
- Maintain performance and behavior to ensure adherence to Council's Code of Conduct and operational standards
- Be a proactive participant in all assigned training, Committees, working parties and or other collaborative forums
- Provide honest and constructive feedback to KEL management.
- Maintain a cooperative focus with all staff to achieve business objectives and enhance the reputation of KEL
- Attend meetings with KEL management to discuss ways to improve our enrolment practices.

## 6 Performance criteria

As per Council's performance management system.

Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business and operational objectives. They are responsible for enabling the success of their teams, and for ensuring they can achieve all performance metrics whilst keeping each individual accountable.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

### Acknowledgement and agreement

<b>Employee</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>
<b>Supervisor</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>