

	Position Title: CSnet Administrator		Team: Organisational Effectiveness		Region: Central
	Supervisor: Senior Internal Consultant - CSnet	Delegations and Authorities: In Line with Delegations Policy		Band: A	Date Completed: 30 October 2018

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS		ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>		<p>CSnet is an integrated client management system used across several program areas at Berry Street.</p> <p>The CSnet Project Administrator will provide vital administrative support to the CSnet project, over-the-phone or email advice and support to staff, and assist with ensuring CSnet data and information quality is of high standard.</p>
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>		<p>The CSnet Project Administrator will:</p> <ul style="list-style-type: none"> • Manage the Out of Home Care component of the CSnet Service Desk, and provide over-the-phone support and advice to staff. • Manage Out of Home Care staff CSnet access by liaising closely with Human Resources regarding new staff, exiting staff and staff who are on extended or unexpected leave. • Conduct regular CSnet activity audits to ensure regular and correct usage by programs and staff, and provide updates to Senior Internal Consultant - CSnet. • Monitor the CSnet/Berry Street Jira. • Liaise with Finance regarding any changes to funding codes/tags and Facilities regarding the opening or closure of sites. • Run and develop organisational CSnet reports, as required. • Support the Senior Internal Consultant – CSnet with tasks, as required.
		REPORTING RELATIONSHIPS
		<p>This role is based at our Richmond Office and support all regions of Berry Street.</p> <p>The CSnet Administrator reports to the Senior Internal Consultant – CSnet who will provide supervision and review.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together. • Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street is committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street is also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • Excellent written and oral communication skills (including public speaking, presentations and facilitation skills). • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. • Demonstrated experience in working with databases and/or computer systems. • Experience in administration duties. • Ability to provide over-the-phone or email support and advice to staff. • An understanding of Out of Home Care services and practices. • Demonstrated ability to liaise effectively with internal and external stakeholders at all levels. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • Experience working with online data bases and computer systems. • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • Experience with maintaining quality data and information management. • Hold or are currently studying towards a relevant tertiary qualification.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Service Desk Support and Advice	<ul style="list-style-type: none">• Manage the Out of Home Care component of the CSnet Service Desk, and provide over-the-phone support and advice to staff Develop CSnet training materials and resources.• Monitor the CSnet/Berry Street Jira.
Staff CSnet Access	<ul style="list-style-type: none">• Manage Out of Home Care staff CSnet access by liaising closely with Human Resources regarding new staff, exiting staff and staff who are on extended or unexpected leave.
CSnet System and Information Maintenance	<ul style="list-style-type: none">• Conduct regular CSnet activity audits to ensure regular and correct usage by programs and staff, and provide updates to Senior Internal Consultant - CSnet.• Liaise with Finance regarding any changes to funding codes/tags and Facilities regarding the opening or closure of sites.• Run and develop organisational CSnet reports, as required.
Supervision	<ul style="list-style-type: none">• Participate in regular supervision.
Administration and Other Duties	<ul style="list-style-type: none">• Provide regular updates to Senior Internal Consultant - CSnet
Other	<ul style="list-style-type: none">• Other duties as reasonably required.

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and extra hours worked will be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*.
2. You will initially be employed at our Richmond Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the *Berry Street Victoria 2014-2017 Agreement*, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration for this position is SCHADS level 4 pay point 1 \$63,461.31 gross per annum (full time equivalent), under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-employment health declaration, a criminal records check and proof of identity and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Undertake manual handling (e.g.: lifting, pulling, pushing, moving, transferring, twisting, supporting) of equipment, which would be of varying weight and size	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather	Regular

	conditions.	
	Extensive travel between locations.	Regular