

Position Description: **Education and Care Support Officer**

POSITION DETAILS

Position grade	Grade 9		
Position type	Various		
Reports to	Manager Education and Care		
Department	Education and Care		
Job function group	Corporate Support		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

As part of a professional team, the Education and Care Support Officer will deliver a financial and administration system for education and care services' staff and families and be required to facilitate the efficient operation of the business units and the delivery of services ensuring a high level of customer experience.

The Education and Care Support Officer will be required to monitor financial aspects of education and care services to ensure compliance with all legislative requirements.

QUALIFICATIONS AND EXPERIENCE

Essential

- Certificate in Business Administration, Finance or related field, or a minimum of two (2) years experience in a similar position
- Administrative and business support skills particularly those which support client account management and onboarding of new clients
- High degree of accuracy and attention to detail
- Working with Children Check clearance
- Excellent communication skills (written and oral), negotiation skills and computer literacy
- Ability to work in a team environment with minimal supervision.

Desirable

- An understanding of early education and care service delivery and Family Assistance legislation
- Experience in working in local government and/or the early education and care sector

EMPLOYMENT SCREENING CHECKS

- ☐ Working With Children Check
- ☐ Financial check
- ☐ Criminal record check

DUTIES AND RESPONSIBILITIES

As the Education and Care Support Officer you will play a key role in overseeing client fee accounts, supporting legislative and reporting compliance and managing the enrolment and intake of all children into Council's education and care services and programs.

Account administration

- Monitor and submit accurate child attendances
- Process fee payments and maintain communication with clients to ensure accounts are kept up to date
- Monitor fees in arrears and prepare accounts for debt recovery when required
- Review and process additional Child Care Subsidy application and liaise with government bodies in relation to the application
- Process and record IDFM submissions for hours claimed
- Review and process family day care educator timesheets
- Ensure all legislative requirements are met in relation to the administration of Child Care

Intake and enrolment

- Manage the intake and enrolment of children into all of Council's early education and care services
- Ensure all required enrolment documentation is accurate and current and submitted to Family Assistance to activate
- Act as a liaison between families and the centre with regards to enrolments and re-enrolments of children
- Undertake changes to bookings and session codes
- Process refunds as required
- Process school holiday care bookings and provide fee estimations as received

Stakeholder communication

- Develop relationships with key internal and external stakeholders
- Develop relationships with children's families, educators, staff and other stakeholders
- Be knowledgeable about the surrounding community, know about services available and how they can be of assistance



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- Maintain confidentiality in relation to staff, children and family matters
- Communicate with parents and other staff in a professional manner
- Contribute to improve customer service and organisational effectiveness, by acting ethically, honestly and with fairness.
- Assist in the completion of all relevant reports in relation to families' accounts and funding body requirements

YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- Comply with Council's COVID-19 Vaccination Procedure throughout employment with Council
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers



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must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

- Comply with Council's ethical conduct, risk management and policy frameworks and Fraud and Corruption Control Plan and Policy.
- Follow and implement any risk based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.

Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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