

Service Support Coordinator

Early Childhood Approach



The purpose of this position

The **purpose** of the position is to help coordinate the delivery of our Early Childhood Approach program by responding to enquiring from clients and families, managing the calendars of our front facing teams of planners and allied health staff, liaising with families regarding booking meetings and completing administration duties.

About the position

- This position is part of is within Child, Youth & Families directorate.
- It's part of the Early Childhood Approach team.
- This position **reports to** the Team Leader, Early Childhood Approach.
- This position allows for flexibility.
- The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position maybe advertised externally as Service Support Coordinator.

Key areas of responsibility

- Serve as the first point of contact for our clients and their families.
- Respond quickly and effectively to client enquiries, using a human-centred and strengths-based approach to build relationships.
- Plan, develop and implement administrative processes in liaison with your Team leader and with the support of Senior Staff that meet the needs of the service and client group.
- Coordinate the calendars and correspondence (email and phone) with families and/or other agencies (such as Child Safety, Qld Health) in preparation of meetings with Child Development Specialists/ front facing staff across the Early Childhood Approach program.
- Manage other tasks as required by the NDIS and TBS such as management of confidential documents.
- Work in a fast-paced environment with sensitive information and vulnerable families.
- **Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective and safe.**
- **We respect and promote human rights and diversity and are committed to building an inclusive culture.** We welcome diversity in all its forms; applications from underrepresented communities are strongly encouraged. We value relationships with our local Aboriginal community and welcome applications from its members.
- We see ability not disability, if you identify as a person with a different ability please get in contact.

Key outcomes

When things are going well, we would expect to see these outcomes:

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- Services delivered to clients by the team are effective and in line with organisational and funding requirements.
- Services are well coordinated, with clear processes and expectations in place.

Key Capabilities

Essential criteria & key attributes

- Certificate IV or Diploma qualified in Community Services, Business Administration, events management or similar.
- Demonstrated experience working in a similar senior administration or service coordination role.
- High level of proficiency across the suite of Microsoft Office programs with a particular strength in Excel is essential.
- Ability to provide outstanding service to our clients in a positive respectful and culturally sensitive way.
- Excellent time management and organising skills to balance competing demands.
- The capacity to respond quickly and appropriately to meet the needs of families and front facing staff.
- Knowledge of early childhood and disability preferable.
- Call-centre experience preferable.

People who know this position say that

People who know this position say the things that might make your day are:

- Programs, events, services, activities are well organised and well run.
- The way we work with clients is effective and appropriate.
- Clients accessing the service report positive outcomes from participation.

People who know this position say some key challenges you might experience are:

- Working within tight deadlines.
- Maintaining positive stakeholder relationships and balancing the needs of different stakeholders with the needs of the client and the organisation.
- Working within an ever-changing environment.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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|---|---|
| <input type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input type="checkbox"/> Travel to clients (varied locations). | <input type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

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Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Other Early Childhood Approach staff

Outside The Benevolent Society:

- Clients
- Families, carers and other stakeholders
- NDIS
- Other service providers and agencies