

<b>Position Title:</b>	Early Childhood Administration Officer
<b>Division:</b>	Early Childhood Services
<b>Reporting To:</b>	Service Manager
<b>Direct Reports:</b>	Nil

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

#### Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

## Position Description

### Diversity and Inclusion

Northcott actively promotes diversity and inclusion. We are committed to providing a workplace where every person is valued, respected and supported to progress. Northcott ensures no one is disadvantaged on the basis of their Aboriginal and Torres Strait Islander identity, culture, LGBTIQ+ identity, disability, gender, age, religion or caring responsibilities. We recognise the important role language and cultural understanding play in connecting with and supporting our diverse communities.

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The NDIS Partners in the Community Program (PITC) supports the National Disability Insurance Scheme (NDIS) to be implemented at a local level.

Northcott Early Childhood Services delivers the NDIS Early Childhood Approach (ECA) to local communities in Northern NSW, Mid North Coast, Hunter New England, Northern Sydney, and Western Sydney. The approach supports the Early Childhood Early Intervention activities that will improve independence and social participation of children with disability, developmental delay or developmental concerns aged 0-8 years.

### KEY OBJECTIVE OF THE POSITION:

The Early Childhood (EC) Administrative Officer plays a vital role in supporting the day-to-day operations and functions of the EC service within the region. This position provides administrative and operational support to all EC personnel to ensure the smooth and efficient delivery of services.

As the first point of contact for EC-related enquiries, the role is responsible for delivering accurate and timely information in a friendly, professional, and responsive manner. A key objective is to ensure that all stakeholders—including families, partners, and internal staff—experience a high level of satisfaction and support when engaging with the service.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Demonstrated capacity to work respectfully and cooperatively with people with disability, promoting inclusion and empowerment.
- Excellent interpersonal and communication skills, with the ability to build positive relationships and effectively resolve issues.
- Proven ability to deliver high-quality customer service, including the capability to gain cooperation and support from the general public, community organisations, and internal stakeholders.
- Strong written communication skills, including the ability to draft and format professional correspondence, reports, newsletters, and submissions.
- Well-developed time management and organisational skills, with the ability to prioritise tasks and meet deadlines in a dynamic environment.
- Sound judgment and the ability to address minor problems and manage complaints in a fair, respectful, and solution-focused manner.
- Advanced proficiency in using IT systems and databases, with the ability to learn new platforms quickly and efficiently.

## Position Description

- Demonstrated ability to work effectively both independently and as part of a team, showing initiative and flexibility in the execution of duties.
- Knowledge and understanding of the National Disability Service Standards and the National Disability Insurance Scheme (NDIS), including their application in service delivery.
- Understanding of Work Health and Safety

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Relevant qualifications in Early Childhood or related field.
- Previous experience working within an administrative support role.
- Demonstrated proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook), Adobe programs and the ability to navigate internet technology.
- Proven ability to write clear and concise business/customer communications.
- Consistent record of achieving set targets.

### DELEGATION LEVEL

NIL

### CORE COMPETENCIES OF THE ROLE

#### **Customer Focus / External Contact**

- Meets internal and external customer needs in a timely and courteous manner.
- Examines customer requests to identify and resolve their concerns and deliver responses within agreed information responses.
- Supports customer service efforts through program design, implementation, recovery and follow-up.

#### **Relationship Building**

- Listens effectively, receives and conveys ideas, information and direction.
- Able to clarify and confirm the accuracy of their understanding of ideas, information and direction.
- Able to ensure that oral and written communications are clear and easy to understand.
- Assesses and takes steps to improve communication (written and verbal) so ideas are conveyed with precision and efficiency.

#### **Problem Solving**

- Able to define the extent of problems and develop and/or suggest solutions.
- Makes decisions consistent with skills and experience.
- Recognises decisions that have to be deferred until all pertinent facts are gathered and analysed
- Ability to show initiative when implementing decisions.

#### **Financial Impact**

- Administers services within the approved budget.

### Time Impact

- Makes sound decisions about immediate service delivery issues within service specifications, relevant policies and guidelines.

### Planning and Organisation

- Effectively and economically uses time and facilities.
- Meets deadlines and achieves set targets.
- Maintains a clear grasp of daily tasks.
- Prioritises duties/responsibilities consistent with EC service and key performance measures and the PITC Statement of Requirements.
- Effectively manages tasks and assignments including follow-up and delegation (where appropriate).

### DUTIES

The typical duties of this position include:

1. Provide customer focused reception and administrative support to assist the team.
2. Administer the EC enquiry and intake process for the region and other regions as required using the NDIS IT System.
3. Provide support to the EC leadership team to generate reports for the NDIA and Northcott internal reporting as required.
4. Effectively manage and record feedback, complaints and suggestions from stakeholders in a timely and professional manner that meets the requirements of the PITC Grant Agreement and Statement of Requirements.
5. Administer all financial processes in a timely manner and according to Northcott procedure.
6. Post, collect (including recording mail received) and distribute all incoming and outgoing mail.
7. Administer the pool vehicle fleet, including log books, servicing and cleaning.
8. Attend staff meetings and training sessions as required.
9. Ensure confidentiality for all matters particularly those that come via the reception area, including messages and information relating to personnel.
10. Adhere to the strict response timeframes as required in the PITC EC Statement of Requirements, Standard Operating procedures and Grant Agreement.
11. Be aware of, demonstrate a commitment to and actively work toward the performance measures of the EC program outcomes as stated in the PITC EC Statement of Requirements.
12. Carry out administrative duties as Northcott requires, including reporting against EC performance measures, monthly reports, financial reports and data collection to ensure PITC EC contract compliance.
13. Work within a strengths based, family centred approach that provides support to families to build capacity, problem solve and resolve issues.
14. Be aware of and sensitive to the needs of children, families and communities from Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse backgrounds.
15. Work within the framework of the *Best Practice Guidelines in Early Intervention*, the NSW Disability Inclusion Act, National Disability Standards, the Commonwealth *Privacy Act 1988* and the NSW *Privacy and Personal Information Act 1988*, and other relevant legislation.
16. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics.

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17. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WH&S Procedures.
18. Other duties as negotiated.

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

### NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

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Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**