

Position Title:	Early Childhood Administration Officer
Division:	Operations
Reporting To:	Early Childhood Intake Manager
Direct Reports:	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 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 2,500 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

### 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.

As a NDIA partner, Northcott will deliver the NDIS Early Childhood Approach (ECA) service to local communities in Northern NSW, Mid North Coast, Hunter New England, North Sydney and Western Sydney.

The EC approach supports the activities that will improve independence and social participation of children aged 0-9 years with developmental delay and/or disability.

### KEY OBJECTIVE OF THE POSITION:

The role of an EC Administrative Officer is to provide support to all EC personnel in the delivery of effective and efficient operations and functions of the EC service in the region. As the first point of contact for EC enquiries, a key objective is to provide accurate and timely information to all enquiries in a friendly and professional manner all that all EC stakeholders experience a high level of satisfaction regarding their enquiry.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Capacity to work cooperatively with people with disability.
- Excellent interpersonal and problem solving skills.
- Proven ability to provide exceptional customer service including the ability to gain cooperation and assistance from the general public, community groups and other personnel.
- Good written communication skills including the ability to prepare and format correspondence, reports, newsletters and submissions.
- Well-developed time management skills.
- Ability to solve minor problems and handle complaints in a fair and equitable manner.
- Advanced ability to use IT systems and databases.
- Ability to work well in a team environment and show initiative in the execution of tasks.
- Knowledge and understanding of the National Disability Services Standards and National Disability Insurance Scheme (NDIS).
- Understanding of Work Health and Safety ACT and management requirements.

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Relevant tertiary qualification in business administration or evidence of actively working towards completion of qualifications.
- 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

*(List key competencies for the role under each heading. You may also add others where required)*

#### 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.

## Position Description

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.
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.

Employee's Signature

Employee's Name

Date

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