



YWCA CANBERRA

# Position Description

Position Information	
<b>Position</b>	Children Services Administration Officer
<b>Date approved</b>	December 2023
<b>Program</b>	Children Services
<b>Supervisor</b>	YWCA Children Services Accounts Manager
<b>Location</b>	YWCA Central Office (Children's Services)
<b>Hours of work</b>	36 - 38 hours per week
<b>Salary</b>	Grade 3 Level 3.3 – 3.6 Enterprise Agreement 2023 - 2027
General Conditions of Employment	
<ul style="list-style-type: none"><li>YWCA Canberra Enterprise Agreement 2023 - 2027</li><li>Appointment is subject to obtaining a satisfactory Working with Vulnerable People check and Police check at own cost</li><li>Appointment is subject to satisfactory working rights in Australia</li><li>All YWCA Canberra policies and procedures will apply</li><li>Subject to a 6-month probation period</li></ul>	
Position Statement	
<p>The Children Services Administration Officer will report to the Children Services Accounts Manager and carry out administration duties as directed, be responsible for the accurate and timely processing and recording of all accounts, information and payments for Early Childhood Education and Care Services and School Age Care Programs in accordance with:</p> <ul style="list-style-type: none"><li>All regulatory compliance set out by licencing and regulatory agencies.</li><li>All YWCA Canberra policies and procedures relevant to Children Services accounts and YWCA Canberra.</li><li>Financial reporting compliant with organisational and external requirements.</li></ul>	
Responsibilities	
<ul style="list-style-type: none"><li>Processing of all Children Services accounts and relevant information for Early Childhood Education and Care Services and School Age Care Services.</li><li>Incoming and outgoing calls with clients and stakeholders.</li><li>Assisting the Children's Services Accounts Manager in the efficient management of the accounts and debt collection processes.</li><li>Information sharing between Service Directors, Program Managers, families, external agencies and the organisation.</li><li>Administration tasks in relation to Children's Services as directed by the Children Services Accounts Manager.</li></ul>	

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<b>Version:</b> 2.0	<b>Updated:</b> 12.12.2023



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<b>Responsibilities</b>	
Children Services fee collection and Finance Tasks	<p>Process Children Services accounts and maintain all Child Care Subsidy (CCS) regulatory requirements, including processing attendance records on relevant database and produce accurate family accounts.</p> <p>Process and maintain enrolments and bookings.</p> <p>Process and reconcile banking and produce daily banking summaries.</p> <p>Assist in administrating fee collection processes and debt collection.</p> <p>Assist with the monitoring of debts and follow YWCA Canberra Debt Management procedure. This includes reporting concerns to the Children's Services Accounts Manager in relation to debt management.</p> <p>Process and maintain accurate records of additional charges e.g. Late fees, bonds supported fee payments by departments etc.</p>
Child Care Subsidy (CCS)	<p>Administration of all aspects of Child Care Subsidy including weekly usage and upload to Child Care Subsidy System.</p> <p>Completing daily banking CCS breakdown reconciliation and forward to Finance team for allocation.</p> <p>Liaising with Department of Education, Skills and Employment, as required.</p> <p>Provide general information to families regarding Customer Reference Numbers, fee information, CCS estimations/calculations, and liaising with external agencies.</p>
Programs	<p>Ensure all School Age Care programs are providing appropriate and accurate information for processing accounts and maintaining family information.</p> <p>Assist in developing systems to support this process more effectively and efficiently.</p>
Accountability	Assist in collection of data as requested by the organisation.
Other duties as required including, but not limited to:	<p>Complete data entry and all relevant administration tasks relating to the Children's Services team as directed by Management. Be aware of and sensitive to family needs and maintaining confidentiality.</p> <p>Develop and maintain community and professional linkages.</p> <p>Provide clear accessible information regarding programs and YWCA Canberra.</p>

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Selection Criteria			
<b>Qualifications</b>	Completion of Certificate III in Business Administration BSB30712 (Desirable).		
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"><li>• Sound understanding and practical experience of Children Services accounting systems or a willingness to undertake necessary training in this field.</li><li>• Demonstrated knowledge of computer-based programs, including financial packages for processing Children Services, Microsoft Word, Excel and email or be willing to undertake necessary training to acquire this knowledge.</li><li>• Ability to maintain accurate financial and statistical records for diverse users (families, management, external reporting to government departments).</li></ul>		
<b>Capabilities and Behaviours</b>	<ul style="list-style-type: none"><li>• High level of interpersonal and communication skills across a diverse range of people, including management, clients and the general public.</li><li>• Desire and ability to work co-operatively in a team.</li><li>• Demonstrated flexibility and ability to cope with variety and workplace challenges.</li><li>• Ability to maintain appropriate confidentiality</li></ul>		
<b>Other Requirements</b>	<ul style="list-style-type: none"><li>• A current Working with Vulnerable People Registration.</li><li>• Australian Citizenship or suitable rights to work in Australia.</li></ul>		
Authorisation			
<b>Acknowledgement by Incumbent</b>	Signature:  Name:	<b>Date</b>	Click here to enter a date.
<b>Executive Director</b>	Signature:  Name:	<b>Date</b>	Click here to enter a date.

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