



Position description

Administration Assistant – Rainbow Region Kids

About Community Gateway

Since 1976, Community Gateway has been supporting disadvantaged and vulnerable people, providing welfare and capacity building programs in Lismore, throughout Northern NSW and across the state. We are person-centred, values-driven, are committed to social justice and to the financial and social inclusion of every human being.

Community Gateway is a registered charity, is QIP accredited, assessed against the *Quality Improvement Council Health and Community Services Standards 7th Edition*, and is a child-safe organisation.

As an equal employment opportunity employer, we are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

Our practice framework

Our purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact.

- Our vision is “*many tracks, one road, sustaining community.*”
- Our strategic priorities include *strategic investment, innovation* and *social impact*.
- Our values are *vision, respect, commitment, integrity* and *innovation*.

Our services

We deliver a broad range of services funded through state and commonwealth government, fee for service and philanthropic donations. Our services include:

- Financial capability including no interest loans and budget counselling.
- State-wide financial inclusion coordination, including facilitation of the NSW Financial Inclusion Network.
- Aboriginal homelessness case management.
- Child and adolescent trauma counselling.
- Adult trauma counselling.
- Adult counselling for survivors of sexual assault.
- Parents Under Pressure program, enabling the growth of healthy relationships between parent and child.
- Family case management, supporting parents and children to create change that support life skills, attachment, and behavioural growth.
- Lismore community hub and outreach provide intake, assessment, assisted referral and a range of services to build community capacity.
- Emergency relief, supporting people in crisis.
- Volunteer management.
- Seniors’ support, linking volunteers with older people experiencing social isolation.
- Accredited before school care, after school care and vacation care for school-aged children across Northern NSW.
- Supported playgroup.

More details about our organisation and services can be found on our website

nrcg.org.au.



Position overview

Details

Position title

Administration Assistant – Rainbow Region Kids

Branch

Business Support

Reports to

Manager – Business Support

Award

Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)

Level

Level 2.2

Term

Permanent part time

Benefits

- Salary packaging
- Paid bonus leave during summer closure
- Above-award parental leave
- Access to EAP counselling
- Professional training and development
- Workplace flexibility

Probationary period

Six months

Location

Your position is primarily based at Lismore, but you may be required to travel across the NSW Far North Coast region and to work at other sites during the course of your employment.

Summary

The Rainbow Region Kids Administration Assistant will provide assistance in bookings, compliance evidence, fees & debt collection, database management, and office support as required, contributing to the effective and efficient delivery of the Rainbow Region Kids services using a web-based booking and billing system.

Selection criteria

Essential

1. Relevant qualifications in administration and/or childcare with relevant working experience.

2. Excellent verbal and written communication skills, and the ability to interact with parents and users of the Rainbow Region Kids OSHC services.
3. Knowledge and application of work practises, policies, and procedures relevant to children's services.
4. Ability to work as part of a team, under general supervision.
5. Developing knowledge of statutory and funding requirements.
6. Sound computer skills, including the use of Microsoft Office and other programs.

Desirable

1. Experience using the Xplor database.

Additional requirements

1. Evidence of COVID vaccination.
2. Evidence of qualifications listed in resume.
3. Current NSW Working with Children's Check.

Position purpose and values

- Actively support Community Gateway's vision, strategic priorities and values.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Community Gateway's policies and procedures.
- Promote and work within Community Gateway's practice framework.
- Operate within legal and regulatory framework.
- Positively promote a performance-based and collaborative culture.

Key accountabilities

Position accountabilities

- Data entry in Xplor system including enrolments, bookings, attendances.



- Undertake direction from the Childrens Services Coordinator as a task supervisor, in relation to administration tasks.
- Submit weekly attendances and inclusion support hours online through Xplor database.
- Support the Childrens Services Coordinator in ensuring compliance with enrolment policies and procedures.
- Produce reports from database as required
- Undertake general administration tasks including responding to all enquiries, receipts for payments, reconciling monies, record keeping, quotes and filing
- Work productively as part of a multi-disciplinary team
- Maintain email distribution list to email approved advertising to schools and stakeholders
- Act as a back up for the Accounts Payable role
- Undertake other additional duties as requested by Manager and CEO
- Pursue new skills and knowledge for personal and organisational development.
- Positively and constructively represent our organisation to external contacts at all opportunities.

Version 3
CEO approval
Position number

Service accountabilities

- Accurately complete and maintain all comprehensive records, reports, client data, case notes and outcomes in accordance with Community Gateway's procedures.
- Provide monthly project reports incorporating findings, outcomes and project recommendations.
- Perform other duties as directed by management.

Professional accountabilities

- Actively participate in regular organisational supervision sessions.
- Meet agreed work plan and/or funding body targets.
- Actively participate in all team, branch and organisation-wide all staff meetings.
- Contribute to the development of Community Gateway, through participation in organisation-wide planning and review process, performance planning reviews and other activities, as required.