

## POSITION DESCRIPTION



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**Role Title:** Administration Officer

**– Early Childhood Early Intervention (ECEI) Early Start Team  
Rockhampton, Gladstone and Emerald**

**Reporting to:** Team Leader – ECEI Early Start Team (Rockhampton)

**Salary range:** Up to \$55,000 p.a. dependent upon experience; plus super contributions and salary packaging. Fixed term contract. Full time and part time positions available.

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### ABOUT BUSHkids ORGANISATION

BUSHkids is a non-Government, not-for-profit organisation which works within local communities to support the development of children by increasing community capacity through education, prevention and early intervention programs.

Services are primarily delivered at regional Centres based in Bundaberg, Dalby, Emerald, Mount Isa and Warwick, with satellite sites in Inglewood, Stanthorpe, Kingaroy/Nanango and Agnes Water/Miriam Vale.

Regional activities are coordinated by a small number of support staff located in the BUSHkids' Offices in Toowong, Brisbane.

#### Our Purpose

To provide equitable and accessible health, developmental and educational services to families and communities that will encourage them to grow.

#### Our Vision

To become recognised as a leader in developmental services, empowering children and their families in rural, remote and regional Queensland to be engaged, connected, aware and resilient.

#### Our Values

1. Child-focused and family-centred
2. Working collaboratively to make a difference for vulnerable families
3. Accountability to clients, communities and stakeholders

### SERVICES PROVIDED

*The BUSHkids Early Start Team will be responsible for delivering Early Childhood Early Intervention Services on behalf of the NDIS in Rockhampton under the Partners in the Community Program.*

- The NDIS Partners in the Community Program enables the Scheme to be



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implemented at a local community level. The NDIA has partnered with BUSHkids, as a suitably experienced and qualified organisation, with strong local knowledge and understanding of the needs of people with disability or developmental delay, to deliver ECEI Services as part of the NDIS Partners in the Community Program.

- Evidence-based research reveals that timely access to best-practice early intervention can improve the functional capacity and wellbeing for a child with a developmental delay or disability and their family. Early intervention can also benefit the wider society in a variety of ways, including reduced incidents of exclusion from school, longer term increased levels of employment and significantly reduced impacts of social isolation.
- The Early Childhood Early Intervention approach is focused on children with developmental delay aged 0 to 6 years, their families and carers in a family-centred manner. ECEI focuses on the individual needs of each child and working with families to link them with mainstream supports.
- In line with evidence-based best practice, the ECEI approach provides a range of flexible and responsive supports. It focuses on family-centred practices delivered in a child's natural setting, such as in the family context, preschools and playgroups. This approach will lead to greater inclusion for children by building on family strengths and growing the capacity of mainstream and community services to support children with developmental delay or disability.
- The ECEI approach is designed to deliver better long term outcomes for children and their families and will contribute to greater Scheme sustainability, reducing lifetime costs and building the capacity of the mainstream system. It emphasises the importance of accurate and timely information from a wide range of sources to enable people to make appropriate decisions and to gain more control over their lives.

## EMPLOYER EXPECTATIONS

Staff members will:

- Maintain personal presentation, code of conduct and ethics in keeping with the mission and aims established by Royal Queensland Bush Children's Health Scheme
- Treat all other BUSHkids staff in a professional, respectful manner
- Give clients of the service every courtesy with their needs being given prompt professional attention
- Understand that duties and responsibilities may alter from time to time in line with the BUSHkids Mission, Aims and Strategies
- Implement all reasonable directions of the Clinical Services Manager and Professional Supervisor
- Maintain client confidentiality as outlined in BUSHkids' Policies & Procedures.

## PURPOSE AND SCOPE OF THE POSITION

This position provides administrative support to the organisation to ensure the operations of the Rockhampton, Gladstone or Emerald ECEI office proceed in a smooth and efficient manner.

As the receptionist, to promote a welcoming and supportive environment, to ensure that all who call, or visit the offices, feel valued and appreciated.



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### KEY RESPONSIBILITIES

Provide administrative support to ensure that operations are maintained in an effective, up to date and accurate manner.

#### Duties include, but are not limited to:

- Reception and telephone duties:
  - Meet and greet visitors on arrival
  - Answer telephone and directing incoming calls to appropriate person
  - Organise outgoing mail, including couriers where required
- Secretarial support and word processing duties:
  - Minute taking and organising meetings
  - Prepare letters, presentations and reports
  - General filing, archiving and data entry
  - Maintaining electronic filing system for clinical services
  - Data entry into database (training provided)
  - Client feedback questionnaire collation
- Resource inventory:
  - Maintain stock for stationery and resources, ordering as needed through Brisbane Office
  - Monitoring of rosters, holiday scheduling, timesheets, vehicle mileage, phone and data usage
- General administrative duties which include typing, copying, faxing, scanning, printing and maintaining filing systems; and other administrative support for team and ECEI Team Leader as required or assigned
- Maintain organisational systems used by the clinical team
  - Maintain information as per BUSHkids procedures and requirements under the agreement with the NDIA
- Planning, organising and managing events
- Liaising with staff, suppliers and clients
- General office housekeeping such as tidying and cleaning as necessary.

#### Other tasks include:

- Actively participate in general staff meetings
- Attend training sessions (in-house and external) when required
- Know and apply BUSHkids policies and procedures; and be familiar with and understand workplace health and safety and apply these in the workplace.



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### EXPECTED BEHAVIOURS AND PERSONAL ATTRIBUTES

- Use good judgement in conveying information to relevant authorities
- Demonstrate well developed interpersonal and communication skills
- Be well-presented, friendly and courteous. Represent BUSHkids in a professional, confident and positive manner at all times
- Undertake all duties in a diligent manner, with honesty and integrity
- Maintain absolute confidentiality regarding BUSHkids' sensitive information
- Have a vigilant attitude to accuracy and double check work as necessary
- Work cooperatively and independently
- Demonstrate ability to prioritise and organise, with attention to detail
- Demonstrate commitment to ongoing professional development.

### QUALIFICATIONS / PROFESSIONAL REGISTRATIONS / OTHER REQUIREMENTS

#### Desirable Qualities:

- Relevant experience in a comparable role

#### Other Requirements:

- Working with Children Blue Card – Positive Notice
- Current C Class Queensland Drivers Licence

### KEY SELECTION CRITERIA

- Demonstrated excellent organisation skills including strong attention to detail
- Demonstrated high level written and spoken communication skills
- Detailed minute taking, including creating agendas
- Sound knowledge of Microsoft Office Suite – Outlook, including scheduling meetings, Word, Excel and PowerPoint
- Excellent typing skills with ability for transcription, writing and word processing skills
- Significant experience in an administration role
- Multi-tasking and problem solving abilities
- Ability to effectively prioritise and execute tasks.

### ADDITIONAL INFORMATION

- The successful applicant is required to provide certified copies of any qualifications to the Clinical Services Manager prior to the commencement of the role.
- A criminal history check may be initiated on the successful applicant with the Queensland Police Service.
- A discipline history check may be initiated on the successful applicant.
- BUSHkids is a not-for-profit organisation – the ongoing duration of this position is dependent on available funding and at the discretion of the Clinical Services Manager according to service needs.
- Travel and overnight stays from the centre may be required of this position.
- A non-smoking policy applies in all BUSHkids buildings, offices and motor vehicles.
- All staff are required to complete a 3-6 month probation period on commencement of employment.
- As BUSHkids is a not-for-profit organisation, participation in fundraising activities may be required.