



Position Description

POSITION TITLE:	Client Services Officer, Flexible Funding Program
POSITION OVERVIEW:	The Client Services Officer provides operational and administrative support to the Flexible Funding. Under the direction of the Senior Worker, Flexible Funding, the Client Services Officer is responsible for maintaining effective operational and administrative services across the Flexible Funding Program. The primary focus of the role is to check eligibility and expenditure for the Flexible Funding Program, process Flexible Funding applications and assist parents and carers to navigate information and assist with the online application process. The Client Services Officer responds to enquiries, data entry requirements and supports the provision of timely and high-quality services to clients and their families.
LOCATION:	This position is based at PCA Families, Suite 6, Level 1, 69-71 Rosstown Road, Carnegie. The position is offered on a part-time basis and may be required to work from various locations to meet organisational needs. The position works weekday office hours, however, may be required to work outside of these hours based on organisational and position needs. This role is subject to key performance indicators to evaluate success in the role and has an annual performance review.
REPORTS TO:	Senior Worker, Flexible Funding Program
SALARY LEVEL:	SCHADS Award -Level 4.1 Salary packaging available

Permanent Care and Adoptive Families (PCAF) is a not-for-profit carer member-based organisation representing families formed by Permanent, Kinship care and Adoption in Victoria. Established by parents from this community in 2003, we continue to be guided by the lived experience of our members. Funded by the Department of Families, Fairness and Housing (DFFH) we provide the: Better Futures/Homestretch Programs; Helpline information, support, and referral service; Flexible Funding Program; Peer Support and Advocacy.

Our programs and practices include a child-centred and family-focused approach to support strong and sustainable Permanent Care, Kinship Care and Adoptive families. PCAF is governed by an elected Board that holds expertise and leadership to govern the organisation. With more than 2900 members and clients and a small, dedicated staff team, PCAF is the peak body in Victoria for Permanent Care and Adoptive families.

OUR VISION:

That every child who cannot live permanently with their birth parents thrives in a strong stable and permanent family.

OUR PURPOSE:

We empower families to provide stable culturally relevant permanent homes for children and young people who cannot live with their birth families.

OUR MISSION:

We advocate on behalf of and deliver peer support and other trauma informed services for permanent care, kinship and adoptive families. We inform, upskill and empower parents/carers and advocate strategically for services and support that child and the community need. Our independent support is trusted by our families and often critical to their success.

POSITION PROFILE:

This position's profile is to provide quality and effective professional services to our clients and families. The functions of the role are as follows:

- Approve eligibility of children and expenditure for Flexible Funding applications within financial delegation.
- Process assigned applications on an accurate and timely basis in accordance with the relevant framework.
- Provide support to the Senior Worker, Flexible Funding in relation to their Flexible Funding applications, including following up documentation.
- Provide administrative and operational support to the Flexible Funding Program.
- Provide administrative support to clients to navigate Flexible Funding application process via the PCA Families website.
- Timely, accurate recording of administration related activities on the Flexible Funding database/portal and the CRM.
- Respond to Flexible Funding calls and enquiries as required.
- Undertake other portfolio and project responsibilities, as required by the Senior Worker.
- Provide back up support to other PCA Families Programs when required.

Organisational requirements.

- Participate in professional and line management clinical supervision, reflective practice and performance reviews.
- Actively participate in team meetings, forums and professional development opportunities as required.
- Identify and report risk issues affecting children, families and/or the organisation to line manager, and if unavailable the Operations Manager, in a timely manner, and work collaboratively to mitigate those risks in accordance with agency policies and procedures.
- Ensure all funding, legal and statutory requirements are met including those related to incidents, reportable conduct and mandatory child safety reporting and case practice requirements.

KEY RESULT AREAS:

The Client Services Officer is required to demonstrate performance in the following key result areas as part of the annual review process. The Client Services Officer discusses all aspects of the following key result areas in their line management meetings with the Senior Worker, Flexible Funding Program to ensure the requirements of the role are continually met.

KEY RESULT AREA 1: Frontline Professional Role

1.1	Effectively delivers operational and administrative outcomes as set by the CEO and Board's strategic direction.
1.2	Engages appropriate administration and operational practices in the role.
1.3	Communicates effectively to promote PCA Families' services & programs.
1.4	Complies with PCA Families' values, code of conduct, policies & procedures.
1.5	Fosters and facilitates effective and collaborative internal and external stakeholder relationships.
1.6	Demonstrates evidence informed decision making across all aspects of the role.
1.7	Demonstrates principles of informed consent in line with privacy legislation, policies & procedures.

KEY RESULT AREA 2: Administration & Organisational Needs

2.1	Supports all systems, processes, policies and procedures to meet funding requirements and service delivery excellence.
2.2	Supports staff with relevant information, system and team resources to perform their roles.
2.3	Supports accurate and efficient record and reporting practices in line with organisational requirements.
2.4	Adheres to compliance requirements through quality assurance, compliance and effective auditing practices.
2.5	Completes all administrative and organisational requirements in the role in a timely and professional manner.
2.6	Ensures organisational assets and resources are managed and used professionally and ethically.
2.7	Maintains ethical responsibilities in the role.
2.8	Demonstrates planning, organisational practice and time management.

KEY RESULT AREA 3: Support of Self & Team

3.1	Develops and maintains positive and healthy workplace relationships. Understands the principles of resilience building and vicarious impacts on demands in a complex working environment.
3.2	Demonstrates the use of a self-care plan to ensure health and wellbeing outcomes are maintained to manage the demands in the role.
3.3	Is a positive colleague and team member. Works to the organisations values to support a positive and productive culture.
3.4	Demonstrates a clear understanding of how personal beliefs & values influence professional identity.
3.5	Uses language that supports colleagues and team members, understands and demonstrates language and communication skills that can respond to issues, problem solve, support staff and maintain quality outcomes.

KEY RESULT AREA 4: Professional Growth & Development

4.1	Maintain knowledge and demonstrates safety, protection and wellbeing of children & young people within PCA Families' programs and services.
4.2	Participates in supervision & coaching on a regular basis, effectively sets an agenda, positively & proactively participates in discussions and follows up required actions.
4.3	Engages in relevant professional development to maintain growth, knowledge, skills and competencies in the role.
4.4	Demonstrates understanding of being a professional.

CAPABILITY FRAMEWORK:

To demonstrate capability at in the role, the Client Services Officer will demonstrate the following capability areas through skills, knowledge, attributes & tasks. These align with the 4 Key Result Areas as outlined.

Capability Area 1: Skills (L)

It is expected that the following skills are demonstrated at a Client Services Officer level.

S1	Uses principles of emotional and attentional intelligence to communicate effectively.
S2	Is skilled in providing and receiving feedback to promote effective outcomes.
S3	Understands a professional framework to maintain performance in the role.
S4	Skilled in negotiation, resolving problems and challenging skilfully.
S5	Uses principles of critical thinking to understand the context of the workplace and role.
S6	Can translate the vision of the organisation that supports colleagues & team members to take ownership of their roles.
S7	Demonstrates administration & operational settings in the role.
S8	Knows how to develop, maintain and transition professional relationships.
S9	Can demonstrate how to reflect, self-assess and self-change.
S10	Knows when to seek internal and external support to perform the requirements of the role.

Capability Area 2: Tasks (A)

It is expected that the following professional tasks are demonstrated at a Client Service Officer level.

T1	Skilled at assessing risk and using evidence informed framework to mitigate.
T2	Identifies when systems and process are not working effectively and communicates for change.
T3	Undertakes tasks from a professional perspective.
T4	Sets own targets to ensure weekly and monthly achievements are documented.
T5	Demonstrates use of organisational planning systems to support performance outcomes.
T7	Showcases achievements to the Team Lead, Program Director and CEO that demonstrates recognition in the role.
T8	Supports systems and processes across the organisation that promotes professional excellence.
T9	Has a well-defined daily, weekly and monthly schedule. Can prioritise workflow to maintain the role.

Capability Area 3: Attributes (S)

It is expected that the following attributes are demonstrated at a Client Services Officer level.

A1	Has a clear understanding of a well-defined professional identity framework.
A2	Has a values base of achievement, fun, innovation, ideas, celebration and success for self and the team.

A3	Can manage the relationship between personal and professional beliefs and values to maintain professional conduct.
A4	Understands the importance of confidence, being self-affirmed and self-efficacy.
A5	Is transparent, honest, ethical, open minded, kind, warm, compassionate, caring, self-caring.
A6	Is able to link attributes in the role that demonstrates congruency and authenticity.
A7	Supports a values-based culture in the team, recognising achievements.
A8	Is encouraging, positive, supportive, flexible, collaborative, empowering, encouraging.
A9	Knows when resilience is low and seeks support through supervision and EAP.
A10	Contributes to positive team dynamics and remains professional.
<i>Capability Area 4: Knowledge (E)</i>	
It is expected that the following knowledge base is demonstrated at a Client Services Officer level.	
K1	Developed knowledge base about productive teams.
K2	Knows how information and learning is transferred from meetings, training, supervision and professional development back into staff roles and practice.
K3	Understands the stages of change and impediments to what stops people changing.
K4	Has a developing knowledge base about trauma and its impact in the workplace.
K5	Understands collaboration, feedback, team & organisational performance, communication, wellbeing, stress and self-care.
K6	Has foundational understanding of how to lift performance, seeking support from the line manager.
K7	Has well defined frameworks in decision making, professional identity and performance management.
K8	Understands and demonstrates reflection on their work.
K9	Able to contribute to developing well defined frameworks and practice approaches for program delivery.

EMPLOYMENT CONDITIONS:

The following Conditions of Employment are required for the Client Services Officer.

Work Arrangement:	<ul style="list-style-type: none"> PCA Families is a family friendly workplace offering flexible working arrangements. Employment conditions draw from those detailed in the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packing is available for ongoing and fixed term staff, in line with ATO provisions for Public Benevolent Institutions. PCA Families is a Child Safe organisation with zero tolerance of child abuse.
Professional & Personal Characteristics:	<ul style="list-style-type: none"> Ability to meet key result areas. Has a positive mindset and understands the key competencies required to ensure high performance outcomes in the role. Is highly resilient and is an engaging team member.
Qualifications & Experience:	<ul style="list-style-type: none"> Tertiary qualification (Certificate) in Business Administration or a relevant qualification (desirable) with 2 years' experience in a similar role.
Pre-employment Screening:	<ul style="list-style-type: none"> Holds a current Working with Children Check card. Passing a current Police Check (including providing 100 points of ID) Passing an international police check (if applicant has resided overseas for 12+ months in the last 10 years).
Probation:	<ul style="list-style-type: none"> This role holds a 6-month probation period and ongoing periodic review through supervision and annual review framework.
Benefits:	<ul style="list-style-type: none"> Professional Supervision. Well respected employer. Modern & contemporary work environment Access to PCA Families Employee Assistance Program (EAP). Study leave upon approval.
Compliance:	<ul style="list-style-type: none"> Comply with and adhere to conditions of employment, Code of Conduct, Confidentiality. Adhere to all relevant Acts, Codes and organisational policies including, Privacy, Anti-Discrimination, Bullying and Harassment, Evidenced Decision Making, Work Health & Safety. The Client Services Officer is required to conduct their role in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OHS.

	<ul style="list-style-type: none"> The Client Services Officer is required to disclose any pre-existing injuries that may impact or influence by employment of this position. This will assist the organisation to maintain a safe work environment for the role. The Client Services Officer must hold a current Working with Children Check at all times. All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others, including reporting all incidents and injuries, as well as co-operating with any measures introduced in the workplace to improve WHS.
Mandatory Requirements:	<ul style="list-style-type: none"> Mandated by law to report any concern regarding the safety, welfare, welfare and security of a child. Report any suspected abuse and or neglect of an adult with a disability or an ageing person.
Equal Opportunity:	<ul style="list-style-type: none"> PCA Families is an equal opportunity employer.
Professional Development:	<ul style="list-style-type: none"> Professional development & training opportunities are offered to staff, members and study leave may also be available in certain circumstances upon approval.
Lived Experience:	<ul style="list-style-type: none"> We are the member representative organisation of the permanent care and adoptive community in Victoria. We strongly encourage applicants with lived experience.
Cultural Competency:	<ul style="list-style-type: none"> People of Aboriginal and Torres Strait Islander heritage are strongly encouraged to apply for the position. As an inclusive organisation, PCA Families is striving to become culturally competent, and all staff are expected to undergo regular cultural competence training as part of their professional development plans.

SELECTION CRITERIA:

SC1	Proven experience in an administrative or operational role. Demonstrated experience in providing effective administrative & operational support to programs and services including responding to clients and other stakeholders.
SC2	Ability to engage professionally with carers/families and an understanding of the barriers and challenges experienced by carers/families and children in permanent care.
SC3	Proven experience in making well informed decisions in complex situations.
SC4	Demonstrated experience providing effective support to programs and services in a timely and accurate manner, including experience professionally responding client by phone.
SC5	Excellent written and verbal communication skills.
SC6	Proven experience in effectively managing systems and processes, including databases. Ability to work in a team environment and autonomously, is self-directed and motivated.
SC7	Understanding of relevant legislation including the Children, Youth and Families Act and Adoption Act and Child Safety Standards.
SC8	Demonstrates commitment to ongoing development through supervision, training and development that informs the role.
SC9	Knowledge and understanding of the Out of Home Care Sectors/Child Protection sectors (desirable)
SC10	Lived experience of Permanent Care, Adoption or Out of Home Care (desirable).
SC11	Relevant tertiary qualifications and/or significant experience in a community services organisation.

EMPLOYEE AGREEMENT:

I agree to abide by the details of this Position Description as required in the role of Client Services Officer.

Employee Name:	Employee Signature:	Date: