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Role description

Role Title	Administration Assistant
Team	Parent Pathways
Location	<i>Slacks Creek</i>
Classification Level	2
Reports to	Program Manager – Parent Pathways

Our Vision - Building independence and participation.

Our Purpose - YFS backs people to overcome adversity and to thrive.

Our Values -

-  **Excellence** - we deliver high quality services and have high expectations
-  **Integrity** - we act honestly and openly
-  **Optimism** - we think and act with confidence about people and the future
-  **Steadfastness** - we persist to overcome barriers and adversity with our clients
-  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples.

The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive.

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

The Parent Pathways Administration Assistant works with the Program Manager and Team Leader to enter brokerage claims into the Workforce Australia Online Platform in an accurate and timely way. The role ensures YFS receives all reimbursements to which they are entitled.

The role requires access to the Department of Education and Workforce Relations (DEWR) Workforce Australia On-Line Platform (WAOP) and completion of DEWR training modules.

Key accountabilities

Service delivery

- Accurately process Parent Pathways brokerage claims within the Department of Employment and Workforce Relations (DEWR) Workforce Australia Online Platform (WAOP)
- Work with the Program Manager and Team Leader to develop systems to track completed and non-completed claims
- In collaboration with Program Manager and Team Leader, work with Mentors to ensure all required documentation is available and accurate
- In collaboration with Program Manager and Team Leader, liaise with YFS Finance team to assist in monitoring outgoing claims and incoming income.

External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, and report on developments.

Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of safeguarding children and vulnerable adults. YFS Ltd. has a zero tolerance of physical and sexual abuse, including grooming behaviours, and all allegations and safety concerns will be treated very seriously and consistently as per our Safeguarding Framework, policies, procedures and legal duties.

Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience.
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant qualifications and/or experience are essential.
- Proven experience in administrative and/or financial processing and record keeping.
- Proficient with business systems.

Knowledge and experience specific to the role

- High attention to detail and ability to quickly and efficiently process data
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities.
- Refer to the level 2 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Current Queensland C Class driver licence.
- Current First Aid Certificate, or ability to obtain.
- Current Positive Notice Blue Card.
- Current National Police Check.

Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.