



## **Senior Finance & Business Services Worker – 12 month contract (view to perm)**

### **Application package**

Thank you for your interest in applying for the Senior Finance & Business Services position with The Family Centre. This role is 4 days per week on an initial contract period of 12 months, with a review and possible move to permanent after that time, depending on resource requirements.

The position description including selection criteria is included below and additional information about our organisation may be found on our website at [www.thefamilycentre.org.au](http://www.thefamilycentre.org.au)

Should you wish to proceed with your application, please ensure that you:

- Address each of the selection criteria contained in the position description;
- Include a resume with education & employment history; and
- Provide two referees with current contact details

*Please note: applications not addressing the selection criteria will not be considered.*

Please email applications to [recruitment@thefamilycentre.org.au](mailto:recruitment@thefamilycentre.org.au)

Applications close 4.30pm Monday 4<sup>th</sup> October 2021

For further information regarding the position please contact Margie Lemmon, Director Finance & Business Services on (07) 5524 8711 or [recruitment@thefamilycentre.org.au](mailto:recruitment@thefamilycentre.org.au)

## Senior Worker Finance and Business Services

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<b>Position Title</b>	Senior Worker Finance & Business Services
<b>Organisational Unit</b>	Business Services
<b>Award</b>	SCHCADS
<b>Award classification</b>	Level 5
<b>Capability framework</b>	Level 3
<b>Reports to</b>	Director Finance & Business Services
<b>Appointment status</b>	12 month contract
<b>Probationary period</b>	6 months
<b>Hours</b>	Up to 35hrs pw
<b>Base location</b>	Tweed and Ballina offices

The Family Centre provides programs that encourage and inspire people to make the changes they want for themselves, their family and their community in the following areas: child and family, young people & family relationships.

*Our activities include:*

- Information, referral and goal planning
- skill development and education
- community engagement and development activities

Our values and practice principles inform how we work. In genuine partnership with community members and groups, non-government organisations, government agencies and businesses, we make a real difference and our actions lead to progressive, measurable and sustainable social change.

*Our activities are designed to:*

- improve relationships
- increase safety
- increase parenting skills
- increase wellbeing
- increase personal effectiveness
- increase connections
- increase community capability

## Mandatory Requirements

<b>Current National Police Check</b>	<b>Current Working with Children Check</b>	<b>Current Valid Drivers' Licence</b>
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### Key Relationships

Key internal relationships	Key external relationships
TFC Directors Senior and Program Managers Other TFC staff Volunteer & Comms & Design Co-ordinators Volunteers	Funding partners Suppliers Co-locators Participants

### Key Responsibilities and Duties

Key Responsibilities	Focus Areas
<b>1. TFC management and Strategic Plan</b>	1.1. Participate in strategic planning and risk management processes 1.2. Contribute to organisational management 1.3. Provide support to Director Finance & Business Services and Executive Director 1.4. Assist in funding tenders as required 1.5. Attend meetings as required 1.6. Contribute to monitoring Operations Plan as required
<b>2. Financial management &amp; reporting</b>	2.1 Ensure that financial records are maintained in accordance with recognised Australian accounting standards, legal and statutory requirements 2.2 Preparation of month and year end financial reports, including analysis against budget 2.3 Prepare regulatory lodgements as required including BAS, FBT etc 2.4 Contribute to development of annual TFC budget in consultation with ED, Directors and various TFC managers 2.5 Manage AP and AR functions, monthly GL reconciliations etc 2.6 Financial reporting to funders, insurers and other agencies as required 2.7 Develop and maintain a collaborative working relationship with TFC auditor and others as required 2.8 Assist co-ordination and preparation of deliverables for interim and year end audits and PAYG reconciliations 2.9 Support incorporation of other entities into the group where required
<b>3. Information &amp; communications technology</b>	3.1 Support management of records and information management systems, including related software systems 3.2 Provide software and learning support to Administration Workers and other team members as required
<b>4. Quality management</b>	4.1 Support regular quality reviews and improvement of TFC processes and procedures in accordance with relevant legislation and standards
<b>5. Human resources</b>	5.1 Support TFC human resource policies, procedures and processes including: <ul style="list-style-type: none"> <li>• Recruitment and induction</li> <li>• Training and development</li> <li>• Worker's compensation</li> </ul>

<b>Key Responsibilities</b>	<b>Focus Areas</b>
<b>6. Assets, property &amp; fleet</b>	<p>6.1 Support systems for managing, maintaining and tracking assets including motor vehicle fleet</p> <p>6.2 Support operational requirements of co-location and accommodation needs across the region</p>
<b>7. Manage TFC administration</b>	<p>7.1 Foster learning and dissemination within the Business Services team</p> <p>7.2 Undertake research in relation to relevant legislative updates and provide updates to the Business Services team as necessary</p>
<b>8. External relationships</b>	<p>8.1 Maintain and develop positive strategic relationships with external stakeholders</p> <p>8.2 Maintain professional standards of conduct</p>
<b>9. Professional development</b>	<p>9.1 Model and foster professional work practices</p> <p>9.2 Attend regular supervision and annual review sessions</p> <p>9.3 Attend training and development relevant to the position as negotiated with supervisor</p> <p>9.4 Participate in approved professional development and staff meetings</p>
<b>10. TFC organisational culture</b>	<p>10.1 Work in partnership with all staff to provide strong, accountable leadership, clearly articulating our values and standards</p> <p>10.2 Promote and model TFC values, code of conduct and professional standards to all staff, clients, partners and external stakeholders</p> <p>10.3 Adhere to the relevant TFC standards, policies and procedures</p> <p>10.4 Assist with the supervision of any students, trainees or volunteers who are involved in activities that support TFC projects and/or objectives</p>
<b>11. Other duties</b>	<p>11.1 Other duties as required by Directors and Executive Director</p>

## Selection Criteria

<b>Essential Selection Criteria</b>	
1.	Tertiary qualification in accounting or business management and eligibility for membership of relevant industry organisation (CPA/ICA)
2.	High level accounting, financial management, analysis and budgeting skills, minimum 3 years relevant post undergraduate practical industry experience
3.	Demonstrated experience in contribution to the development of effective business and operational systems and procedures, process improvement, and providing high level support to a multi-functional organisation in a complex, high expectation and high volume environment
4.	High level computer and database skills. Superior Microsoft Office-skills, including intermediate to advanced Microsoft Excel and Word skills
5.	High level written and interpersonal skills and ability to help develop policy and procedures
6.	High level collaborative, communication and negotiation skills
7.	Demonstrated team leadership capacity, ability to drive own performance, model professional behaviour and show initiative
8.	Current Drivers Licence and willingness to undertake National Police & Working with Children checks
<b>Desirable Selection Criteria</b>	
1.	Experience with accounting software programs (MYOB preferred)
2.	Knowledge of government funding and grants processes

## Capabilities

<b>Minimum Standard National Training Framework</b>	
1.	Diploma/ Degree in Business Administration or related discipline, accounting major
<b>Capabilities &amp; Skills Level 3</b>	
1.	<p><b>Community and inter-agency relations</b></p> <ul style="list-style-type: none"> <li>Reviews and manages services in response to changing needs of relevant groups in the community</li> <li>Represents the organisation and promotes awareness of key issues in community networks</li> <li>Develops models and protocols for working in formal and informal partnerships with other CSOs to achieve client/member outcomes</li> <li>Demonstrates high-level understanding of the sector and the work of other relevant organisations</li> <li>Demonstrates commitment to social justice and social inclusion</li> </ul>
	<p><b>Professionalism</b></p> <ul style="list-style-type: none"> <li>Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met</li> <li>Sees that reward system is aligned with organisational values and that behavioural expectations/Code of Conduct are communicated</li> <li>Delegates to develop staff and accepts responsibility for actions of staff and teams under authority</li> </ul>

	<ul style="list-style-type: none"> <li>• Implements systems to address adverse events and problems and assists teams to take proactive approaches to problem solving</li> <li>• Encourages teams to show initiative and looks for ways to work more dynamically</li> </ul>
3.	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Articulates clear and persuasive messages about key issues when advocating or negotiating for clients/members and on behalf of the organisation</li> <li>• Writes winning tenders, and accurate reports and documents that meet audience need</li> <li>• Provides informed, meaningful and relevant messages when communicating with staff and clients/members</li> <li>• Makes convincing presentations, using a range of media, to communicate key issues</li> <li>• Models self-awareness, self-management and social awareness in communications, problem solving and conflict resolution</li> </ul>
4.	<p><b>Leadership and teamwork</b></p> <ul style="list-style-type: none"> <li>• Celebrates and rewards the achievement of outcomes that contribute to organisation's mission</li> <li>• Develops team plans with clear targets and goals linked to strategic plan</li> <li>• Manages team dynamics, supports productive working relationships and work-life balance</li> <li>• Develops systems and protocols for management of conflict and disputes and is actively involved in problem solving and conflict resolution</li> <li>• Selects diverse team members with strong and appropriate skill bases suited to task and supports team building</li> </ul>
5.	<p><b>Resources, assets and sustainability</b></p> <ul style="list-style-type: none"> <li>• Prepares funding applications and writes winning tenders</li> <li>• Prepares program and complex project budgets, and reviews financial performance</li> <li>• Establishes purchasing and probity protocols</li> <li>• Manages assets, allocates resources and purchases high cost equipment to support service delivery</li> <li>• Identifies and manages financial risks and develops protocols for sustainable purchasing</li> </ul>
6.	<p><b>Service delivery</b></p> <ul style="list-style-type: none"> <li>• Disseminates, promotes and develops reflective and evidenced based practice models</li> <li>• Demonstrates detailed knowledge of client/member issues and builds research links</li> <li>• Provides clinical leadership and focuses team on client/member outcomes</li> <li>• Supports teams to value and work effectively with client/member diversity</li> <li>• Creates systems and policies for protection of client/member confidentiality</li> </ul>
7.	<p><b>Program management and policy development</b></p> <ul style="list-style-type: none"> <li>• Researches options and consults with stakeholders to develop clear and workable policies and procedures that align with organisational mission</li> <li>• Manages programs and complex projects to work to timelines and budget and achieve goals and objectives; and envisions and designs new programs</li> <li>• Clarifies roles and responsibilities of program staff and project teams and achieves necessary support from stakeholders</li> <li>• Monitors contracts and checks that contractual obligations of both parties are met</li> <li>• Establishes complaints handling procedures and methods for responding to critical incidents</li> </ul>

8.	<p><b>Change and responsiveness</b></p> <ul style="list-style-type: none"> <li>• Implements change management processes and monitors progress</li> <li>• Designs jobs and teams with an emphasis on multi-skilling and opportunities for shared learning</li> <li>• Establishes ways to capture, communicate and share innovative ideas and practices</li> <li>• Researches and implements new technologies to strengthen the organisation and improve business practices</li> <li>• Establishes systems and processes for reviewing skills and professional development</li> </ul>
9.	<p><b>Governance and compliance</b></p> <ul style="list-style-type: none"> <li>• Develops and implements work plans and targets to support implementation of strategic plan</li> <li>• Manages implementation of quality systems and ensures that quality outcomes are achieved</li> <li>• Manages risk and encourages staff to take advantage of opportunities</li> <li>• Manages work practices for health and wellbeing of staff and compliance with OHS legislation</li> <li>• Manages work practices to comply with relevant legislation and licensing requirements</li> </ul>
<b>Attributes</b>	
1.	<p><b>Determined</b></p> <p>Researches options and sets a clear path Deals with obstacles and impediments Has clear goals</p>
2.	<p><b>Self-disciplined</b></p> <p>Manages own time to achieve key outcomes Avoids distraction and diversion</p>
3.	<p><b>Analytical</b></p> <p>Reviews arguments and opinions before making judgement Presents clear and logical arguments Takes a systematic approach when building toward improvements</p>
4.	<p><b>Adaptable</b></p> <p>Adapts to changing circumstances in the workplace Prioritises work and addresses what is most important Takes advantage of new and emerging opportunities</p>
5.	<p><b>Resilient</b></p> <p>Recovers from setbacks Overcomes obstacles and impediments Learns from experience and identifies areas for self-development</p>
6.	<p><b>Inclusive</b></p> <p>Respects difference in all its forms Adapts language to aid communication Values diversity as a strength</p>
<b>Compliance</b>	
1.	Understands and complies with company policies and procedures
2.	Compliance with Working with Children Check and National Police Check Procedure. Notifying your manager of any circumstances that may impact on your ability to work with Vulnerable people, e.g. disclosing any criminal proceedings that occur following the initial check

3.	Commit to operating within ethical boundaries. Read and agree to the Code of Ethics and Conduct at induction, and at regular intervals. Raise any conflict of interest or secondary employment with manager
4.	Compliance with health and safety policy and procedure to ensure safety of self and others. Disclose any medical issues, past or vicarious trauma that arises and may impact on your ability to perform in your role
5.	Follows guidelines, policies and procedures when committing financial resources or processing financial transactions
6.	Maintains appropriate boundaries in all interactions with children, young people, families and staff according to The Family Centre policies and procedures
7.	Demonstrates knowledge of relevant legislation, national employment standards, Workplace Health and Safety legislation and SCHADS Award



### Inherent Requirements of the Work Activities/Environment

Following is a table that outlines the main physical and psychological work environment characteristics that are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

<b>Element</b>	<b>Key Activity</b>	<b>Frequency</b>
<b>Work Environment</b>	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Be exposed to complex situations	Occasional
	Work in different geographic locations	Regularly
	Be exposed to all outdoor weather conditions	Occasional
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Daily
	Work in buildings which may have multiple stories	Regularly
	Work at a computer or be in meetings for extended periods	Daily
<b>People Contact</b>	Liaise with our staff	Daily
	Liaise with government, non-government, businesses, and other community organisations	Regularly
	Liaise with participants/customers	Daily
	Work with people who display challenging behaviours	Regularly
<b>Administrative Tasks</b>	Undertake intensive administrative tasks, which include computer work, report writing (eg financial reports), participating in meetings and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, electronic whiteboards	Daily
<b>Transport</b>	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, trams and taxis	Occasional
<b>Manual Handling</b>	Lift and carry items up to 15 kgs	Occasional