

Position Description

Team Member



Job Title: Business Support Officer	Program: Residential Care (Out of Home Care)
Award: Social, Community, Home Care and Disability Services Award	Classification Level: 3
Reports to (Title): Senior Manager Residential Care	Direct Reports: Nil
Leader Signature: _____	Date: _____
Incumbent Signature: _____	Date: _____

About our Organisation

ac.care is a non-government organisation (NGO) that encourages excellence, improvement, and growth at both an organisational and individual level.

Everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience a seamless and consistent ac.care service in a welcoming and non-judgemental environment.

About the Job

The Business Support Officer will primarily provide high-quality administrative, financial, and operational support to the Residential Care Program and broadly to the Out of Home Care (OOHC) program.

The role supports efficient day-to-day business operations, compliance with organisational and statutory requirements, data and records management and provides effective support to leadership, managers and service delivery staff.

Key Responsibilities

Work Health Safety and Wellbeing (WHS&W)

- Comply with and advocate for all WHS&W policies and procedures.
- Support the implementation of ac.care's WHS&W plan, systems, and reporting, by ensuring risks to the Health, Safety and Wellbeing of the team are identified and controlled to an acceptable level.
- Actively identify and report hazards in the workplace and participate in risk assessments when required.
- Actively participate in and support return to work programs for team members.
- Actively contribute to a psychologically safe work environment.
- Maintain personal wellbeing by effectively managing workload and stress levels.
- Maintain team psychological wellbeing by ensuring fair distribution of tasks, clear responsibilities and supportive work environment.



Job Responsibilities:

- Support program service performance and compliance outcomes as required by the Department of Child Protection (DCP).
- Administratively support the review of frameworks, policies, procedures, training programs and other resources to achieve outcomes.
- Administratively support service delivery staff and management toward developing and maintaining connection to culture for Aboriginal and Torres Strait Islander children and young people.
- Contribute to the management of risk and safeguarding systems in accordance with ac.care policies and procedures and Legislative requirements.
- Monitor and identify gaps in and support administrative processes related to Residential Care recruitment processes.
- Provide relevant information and reporting on data to senior management as required.
- Co-ordinate closely with the People and Culture team in administrative processes relating to staff training and compliance requirements.
- Co-ordinate closely with the Facilities team in administrative processes relating to Residential Care licencing requirements.
- Support onboarding and offboarding processes for staff, including documentation, system access, and compliance checks.
- Monitor mandatory training, certifications, and clearances and report to managers.
- Provide support and leave cover to Business Support Officer – Foster Care program (OOHC) role, as required.

Organisational Responsibilities:

- Demonstrates appropriate and professional workplace behaviours that are in line with ac.care Policy and Procedures.
- Actively participates in ac.care's Performance Development and Review Program.
- Actively promotes and role models the ac.care values of Compassion, Adaptability, Relationships and Excellence and desired ac.care Way behaviours.
- Actively speaks up, reports and challenges bias and intolerance within the workplace, e.g. misconduct, illegal and inappropriate behaviour, conflicts of interest, racism and bullying and harassment.
- Maintains a commitment to Equal Employment Opportunity (EEO), Diversity and Inclusion, Ethical Conduct and record keeping within legislative requirements.
- Demonstrating respect and support for Aboriginal and Torres Strait Islander people.
- Actively contributes to a culture and environment where children and young people's safety and wellbeing is at the centre of thought, values and actions.



Key Relationships

Who	Why
Internal	
Executive Manager OOHC Senior Manager Residential Care Senior Aboriginal Advisor Regional Managers Residential Care Team Leaders Youth Workers	<ul style="list-style-type: none"> • Works collaboratively with ac.care senior managers, regional managers, team leaders and youth workers. • Works collaboratively with Snr Aboriginal Advisor administratively supporting Aboriginal and Torres Strait Islander children and young people
External	
Service Providers, Non-Government Organisations (NGOs) and Community Partners	<ul style="list-style-type: none"> • Maintain supportive and professional relationships with community partners and service providers.
Government Departments - Department of Child Protection (DCP)	<ul style="list-style-type: none"> • Maintain supportive and professional relationships with program funders.

Special Conditions

- Hold a current SA drivers licence 'Class C' or interstate equivalent.
- Working with Children Check (WWCC).
- National Police Check (NPC).
- Out of hours work may be required from time to time.
- Intra and/or interstate travel may be required.

Key Selection Criteria

Essential

- Formal qualifications and/or demonstrated experience in Business Administration.
- Highly developed communication skills (listening, verbal and written), including the ability to establish rapport and maintain a positive relationship with clients and other service providers.
- Demonstrated experience in generating and preparing reports from statistical data as required by management and/or Contracts and Licensing.
- High level of initiative, ability to plan, organise and prioritise work under pressure.
- Level of flexibility, learning agility and resilience, demonstrated through thriving in a fast-paced environment with many competing demands.
- Demonstrated understanding of confidentiality and privacy, including the principles of sharing information about children and families.
- Highly developed computer literacy (email, word processing, and database).
- Ability to function as part of a multidisciplinary team.

Highly Regarded

- Broad knowledge of out of home care programs including Residential Care.
- Experience working with Aboriginal and Torres Strait Islander peoples, families and communities.
- Experience working with people from culturally and linguistically diverse (CALD) backgrounds.
- Experience working in a family or community services environment.

