

POSITION DESCRIPTION

1. Position Details

Item	Description
Position Title	Families Together Administrative Support Officer
Program Name	Family Preservation - Families Together Program
Position Type	Full-time, fixed-Term (35 hours per week)
Classification	SCHADS Award – Social & Community Services Employee Level 3
Reports To	Families Together Team Leader
Office Location	Primary regional office with outreach across funded Local Government Areas
Region	Allocated region as per contract (e.g. South West Sydney; Sydney / South-East & North Sydney; Western Sydney / Nepean Blue Mountains)
Direct Reports	Nil

2. Position Purpose

The Families Together Administrative Support Officer provides administrative, data, and coordination support to the Families Together Family Preservation Program, ensuring day-to-day operations run efficiently, accurately, and in line with contractual and organisational requirements.

Working closely with the Families Together Team Leader, Practitioners, and Child and Family Therapeutic Clinician, the role supports referral processing, data entry, scheduling, reporting, and client communication, contributing to safe, coordinated, and culturally responsive service delivery.

The role often serves as the first point of contact for families and stakeholders and must provide a welcoming, respectful, confidential, and trauma-informed administrative service.

3. Key Responsibilities

Responsibility Area	Key Activities
Program Administration and Coordination	<ul style="list-style-type: none"> • Provide administrative support to the Families Together team in accordance with organisational and DCJ requirements. • Coordinate appointments, calendars, meetings, room bookings, and outreach logistics. • Prepare correspondence, forms, agendas, minutes, and program documentation as required. • Support procurement, resource ordering, and office supply management. • Support accurate document control and version management
Intake and Referral Support	<ul style="list-style-type: none"> • Receive, log, and process referrals in line with program guidelines. • Ensure referral information is accurate, complete, and recorded in approved data systems. • Support timely allocation of referrals to the Team Leader and Practitioners. • Contact families to confirm intake details and appointments as directed.
Data Entry and Records Management	<ul style="list-style-type: none"> • Accurately enter and maintain client, referral, and outcomes data in CDS, DCJ portals, and other approved systems. • Maintain secure, accurate, and audit-ready electronic and physical file systems. • Conduct regular file checks to ensure compliance with privacy, confidentiality, and data security requirements. • Support preparation of reports, audits, and data requests.
Client and Stakeholder Communication	<ul style="list-style-type: none"> • Act as a welcoming and culturally responsive first point of contact for families. • Communicate respectfully and professionally with families, staff, and external stakeholders. • Use interpreters or bilingual supports where required.

	<ul style="list-style-type: none"> • Maintain confidentiality and professional boundaries at all times.
Compliance and Quality Support	<ul style="list-style-type: none"> • Support the team to meet documentation, reporting, and audit requirements. • Identify and escalate data, compliance, or information-security concerns to the Team Leader. • Participate in audits, reviews, and quality assurance activities. • Comply with Metro Assist and CABL information security, privacy, and WHS requirements
Professional Practice	<ul style="list-style-type: none"> • Participate in supervision, training, team meetings, and professional development. • Contribute to continuous improvement of administrative systems and processes. • Adapt administrative practices in response to program or system changes.

4. Key Relationships

Internal	External
Families Together Team Leader Families Together Practitioners Child and Family Therapeutic Clinician Family & Financial Inclusion Service Manager Corporate Services, HR, Finance	Families and carers Department of Community and Justice (DCJ) Community service partners and external agencies

5. Key Capabilities

- Strong administrative and organisational skills in a human services environment
- Attention to detail and accuracy in data entry and records management
- Ability to manage competing priorities and meet deadlines
- Culturally responsive and trauma-informed communication skills
- Professional, respectful, and confidential client engagement
- Ability to work collaboratively within a multidisciplinary team

6. Qualifications and Experience

Essential:

- Demonstrated experience in administration, reception, or program support roles (community or human services preferable)
- Experience using databases, client management systems, and Microsoft Office applications
- Understanding of confidentiality, privacy, and information security requirements

Desirable:

- Certificate III or IV in Business Administration, Community Services, or related field
- Experience supporting government-funded or child and family programs

7. Compliance Requirements

- Current Working With Children Check
- Current National Police Check
- Compliance with organisational policies and procedures
- Complies with Metro Assist and CABL information security policies, standards, plans and procedures relevant to the program area.
- Maintains the security, confidentiality and appropriate handling of client and organisational information assets.
- Participates in required security awareness training and implements information management practices appropriately.
- Identifies and reports suspected or actual information security or safety incidents in accordance with organisational protocols.

8. Organisational Commitments

The organisation is committed to child-safe practice, cultural safety and inclusive service delivery. Employees are expected to uphold the organisation's values, comply with relevant legislation and contribute to a respectful and safe workplace.

9. Decision Making and Accountability

The role exercises professional judgement in prioritizing administrative tasks, managing information, and supporting intake and referral process within organisational policies and program guidelines. Complex or high-risk matters must be escalated to the Families Together Team Leader.

10. Acknowledgement

This Position Description outlines the general purpose, responsibilities, and expectations of the role as at the date of issue. It is intended to provide guidance on the scope and requirements of the position.

This Position Description may be reviewed and updated from time to time to reflect organisational, operational, or service delivery needs. Reasonable consultation will occur where changes materially impact the role.

By signing below, the employee acknowledges that they have read, understood, and discussed the expectations of the position with their manager.

Name	Signature	Date
Employee		
Manager		

Document Control (Administrative Use Only)

This section is maintained for document governance and version control purposes only. It does not form part of the position requirements, role responsibilities, or performance expectations.

Field	Details
Document Title	Position Description – Families Together Administrative Support Officer
Program / Team	<i>Family Preservation – Families Together Program</i>
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Approved By	<i>Family & Financial Inclusion Programs Manager / Human Resource Manager</i>
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Document Owner

Human Resources