

POSITION DETAILS

Title	Administration Coordinator – Home Based Care
Reference Number	BF015
Classification	Social and Community Services Employee Level 5 (Pay Point dependent on qualifications and years of experience consistent with the Brophy Family & Youth Services Enterprise Agreement 2025)
Organisational Area/Team	Brophy Family: Tenancy, Homelessness & Home-Based Care: Home Based Care
Reports To	Senior Manager – Tenancy, Homelessness & Home Based Care
Direct Reports	NIL
Location	Warrnambool / Portland / Hamilton (as required)
Authorised By	Senior Manager – Tenancy, Homelessness & Home Based Care
Effective Date	September 2026

ORGANISATIONAL OVERVIEW

Brophy Family and Youth Services (Brophy) is a place-based, for-purpose community organisation working alongside children, young people and families across South West Victoria. We deliver a broad range of family, youth and children's services from sites in Warrnambool, Portland and Hamilton.

OUR COMMITMENT TO CHILD SAFETY, INCLUSION & PSYCHOSOCIAL SAFETY

Brophy has zero tolerance for child abuse or harm and is unwavering in our commitment to child safety and wellbeing. We empower children and young people by valuing their voices and participation. At Brophy, young people will be supported to express their culture and enjoy their cultural rights. We uphold cultural safety for First Nations peoples and inclusivity for LGBTIQ+ communities. Our workplace fosters psychosocial safety by promoting respect, wellbeing, and resilience for all staff and clients.

OUR VALUES

Our work is underpinned by the following core values, which guide how we engage with each other, clients, and the broader community.



Social Justice
Promoting justice, fairness and human rights.



Professionalism
Practising in an ethical, respectful and inclusive manner.



Empowerment
Strengthening and enabling individual and community decision making.



Responsiveness
Responding in a timely, engaging and respectful manner.



Partnership
Striving for shared connections to create better client outcomes.

PRIMARY PURPOSE OF THE ROLE

The Administration Coordinator – Home Based Care, provides high level administration and compliance monitoring support to the Home Based Care programs.

Work is guided by the Children, Youth and Families Act 2005 (Vic), Child Safe Standards, privacy and information management legislation, Home Based Care program requirements, organisational policies and procedures, quality improvement frameworks, and; principles of cultural safety, child-centred and trauma-informed practice, and responds to the complex regulatory, contractual and service delivery requirements associated with out-of-home care programs.

The role forms part of the Home Based Care team within the Brophy Family area. The team provides Home Based Care services that support children and young people who are unable to safely live with their parents. Through the recruitment and support of foster and kinship carers, placement coordination, care planning, stakeholder engagement and compliance activities, the team promotes safe, stable and high-quality care arrangements that enhance child wellbeing and long-term outcomes.

Working collaboratively with Home Based Care practitioners, carers, children and families, Child Protection, Community Service Organisations, Aboriginal led agencies and other relevant service providers, the Administration Coordinator supports coordinated, efficient and high-quality service delivery through effective administrative systems, compliance oversight, reporting and stakeholder support.

This position operates at Social and Community Services Employee Level 5, working under general direction and exercising professional judgement, initiative and accountability consistent with the scope and complexity of the role.

WORK LOCATION AND ROLE REQUIREMENTS

Work associated with this position is undertaken within Brophy office, service and community environments, in accordance with operational requirements and organisational policy.

- **Independent or isolated work**
The role may require working independently or in situations where immediate on-site support is not available, including engagement across multiple locations and community settings.
- **Travel between locations**
Duties may involve travel between Brophy sites and other service locations, including driving as part of the role. Travel may include return journeys of up to four hours between sites, with longer travel possible when undertaking outreach activities.
- **Complex or time-sensitive situations**
The role may involve responding to complex, sensitive or time-critical situations, requiring professional judgement, prioritisation and adherence to organisational procedures.
- **Physical duties or manual handling** (*e.g., facilities, maintenance, some outreach roles*).
Inherent requirements may include manual handling, operation of tools or equipment, or other physical activities, undertaken in accordance with safe work procedures and organisational safety requirements.

All duties are performed within Brophy's **Occupational Health and Safety Framework** including responsibilities for identifying hazards, following safe systems of work, and supporting safe, respectful and psychologically healthy workplaces.

KEY RESPONSIBILITIES

Service Delivery & Practice

Coordinates and delivers a program, project, specialist function or moderately complex service activity, applying a high level of knowledge and skill to achieve agreed service and organisational outcomes.

Establishes outcomes, priorities and appropriate work methods within the area of responsibility and contributes to the development and implementation of programs, procedures and service approaches.

Ensures all relevant program administration, documentation, evaluation and reporting are completed accurately and within required timeframes. Works collaboratively with internal teams to support the administration of caregiver assessments, reviews and training, and ensures required records and processes are maintained in line with Best Interests, Looking After Children and trauma-informed practice approaches.

Prepares and processes program data, documentation and reports, coordinates relevant meetings and minute taking, and reviews and delivers core orientation training for new staff in relation to program compliance requirements and data recording.

Compliance, Risk and Governance

Interprets and applies relevant legislative, funding, contractual, policy, documentation and practice requirements within the program, project or function. Monitors service, safeguarding, operational and workplace risks within role scope and ensures incidents, complaints, compliance matters and identified issues are responded to, escalated and used to support improvement.

In collaboration with the Leadership Team, develops, maintains and regularly reviews key service administration systems, planning processes and quality improvement activities to support effective, consistent and accountable program delivery.

Communication & Stakeholder Engagement

Develops collaborative relationships with clients, families, communities, colleagues and external stakeholders across relevant services and professional systems. Communicates complex or sensitive information clearly, prepares reports and recommendations, and provides expert or multidisciplinary advice within the employee's area of responsibility.

Promotes the program across the region and supports effective engagement across relevant service systems to strengthen outcomes for children and carers. Responds flexibly in complex or crisis situations and demonstrates awareness of diverse client needs and rural community contexts. Ensures communication is warm, clear, respectful and strengths focused.

Team Culture, Wellbeing & OHS

Supports a respectful, inclusive, and psychologically safe team environment and promotes consistent service, workplace, and professional practices. Provides supervision, expert guidance, coaching or workflow support to employees or volunteers and assists others to understand expected practice, performance and safety requirements.

Leadership & Organisational Contribution

Works under general direction and exercises a degree of autonomy in coordinating programs, projects, functions or areas of specialist responsibility. Establishes priorities, monitors workflow and outcomes, guides lower-classified employees and contributes to operational planning, resource use, budgeting and service improvement within role scope.

GENERAL RESPONSIBILITIES

All employees are required to comply with Brophy's Code of Conduct and organisational policies and procedures, including its Child Safety, Cultural Safety and Psychosocial Safety frameworks.

Employees must demonstrate Brophy's organisational values, participate in supervision, performance review and professional development, contribute to quality improvement and support a safe, respectful and psychologically healthy workplace.

Employees may also be required to undertake other duties that are reasonably within the scope, capability, and classification of the position.

KEY SELECTION CRITERIA

Mandatory Requirements	
Qualifications	A relevant tertiary qualification appropriate to the requirements of the role, preferably in Business Administration, Business, Management or a related discipline, together with relevant experience; or an equivalent combination of qualifications, substantial relevant administrative experience and specialised skills.
Compliance	NDIS Worker Screening Check, Working With Children Check (Employee) (Victorian), National Police Check, Driver's Licence
Experience, Skills & Attributes	
Demonstrated ability to apply analytical skills in reviewing the effectiveness of administrative systems to improve service outcomes and compliance requirements.	
Ability to influence and manage change in a positive and inclusive manner across a diverse team.	
Ability to apply analytical skills in reviewing the effectiveness of administration systems to improve service outcomes.	
Demonstrated experience in compliance monitoring and office administration, including maintaining accurate records, monitoring required documentation and supporting consistent administrative and compliance processes.	
Demonstrated ability to establish and maintain collaborative working relationships with clients, families, colleagues, and external stakeholders to support coordinated service responses and positive outcomes.	
Demonstrated proficiency in Microsoft 365 applications and relevant client information systems, with the ability to maintain accurate, timely and confidential electronic case notes, records and service data.	