



Our Vision	All children have the best start in life
Our Role	Partnering with families and communities to enable children to thrive
Our Values	Listen , understand and learn Embrace cultures, communities and families Celebrate unique strengths and experiences Inspire each other to grow and thrive Nurture kindness and the joy of play Strive to deliver the best outcomes and care

1. Introduction

QEC is proud to be Victoria's largest provider of residential and community-based early parenting services.

Formed in 1917, QEC is also a public hospital and community service organisation. We are passionate about supporting families to grow, parents to blossom and children to thrive.

QEC delivers a variety of services and support programs to families with young children (aged from newborn to 4 years of age) in partnership with government and not for profit partners.

QEC promotes the safety, wellbeing and inclusion of all children. Many families experience various challenges that, from time to time, may impact on their ability to nurture and support the growth and development of their young children. QEC offers a community of support to families if and when we are needed.

QEC programs are research-informed and tailored to meet the unique needs of each family. Our work equips families to best nurture, protect and enhance their children's safety, health and development.

QEC's multidisciplinary team of experienced professionals are committed to partnering with families to achieve the best outcomes for children. Our team includes Maternal and Child Health, Paediatric, Mental Health and General Nurses, a Medical Practitioner, Midwives, Psychologists, Social Workers, and Early Parenting Practitioners.

With service locations based at Noble Park, Wodonga, Preston, Dandenong and Morwell, QEC are committed to providing services that are accessible to families across Victoria.

We acknowledge all Aboriginal and Torres Strait Islander peoples as the traditional owners of the lands on which we walk, live and raise our children. We pay our respects to traditional owners past, present and future and acknowledge the importance of children being raised with connections to culture, community and family.



2. Position Profile

Position Objective

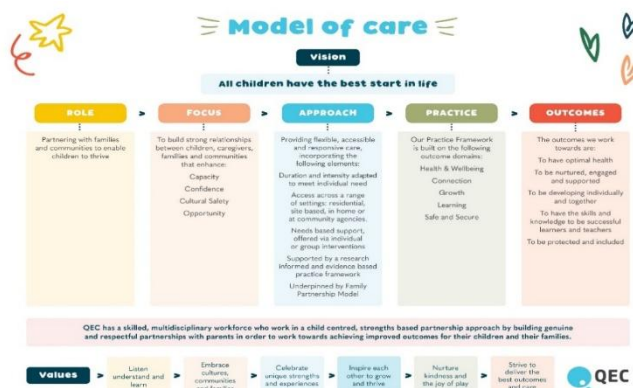
To assist in the maintenance and operation of facilities, ensuring a safe and efficient workplace environment that enhances organizational productivity and client satisfaction.

Position Details

Location	53 Thomas Street, Noble Park 185 High Street, Hastings
Hours	Full time
Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Classification	Grade 3 Level 3
Reports to	Facilities and Assets Manager
Internal Liaisons	Client children and their families Residential Clinical Leadership team QEC clinical and corporate support teams Relevant QEC committees QEC employees
External Liaisons	Service Partners Key Stakeholders Contractors and Suppliers Community Partners

3. QEC Programs

QEC provide a range of clinical and education programs for families and services across Victoria. Each program is informed by QEC's Model of Care.





QEC Clinical Programs include Early Parenting Centre programs and Community (Family Services) home-based programs.

Early Parenting Centre Programs include:

- Assessment and Intake
- Residential Program
- Day Stay
- Play Steps
- Parenting Plus
- Parenting Assessment and Skill Development Service (PASDS)

QEC Community (Family Services) Programs include:

- PASDS home based
- Individual Child and Family Support Programs
- Specialised Interventions – Stronger Families
- Family Preservation and Reunification Response (FPRR)
- ForWhen

4. Key Accountabilities

Position Objectives**Assist in the Coordination of Day-to-Day Facility Operations**

- Support the delivery of routine maintenance and repair works by liaising with contractors and trades as required.
- Maintain a structured and organised approach to administrative tasks such as scheduling, task tracking, and correspondence to ensure efficient workflows.
- Carry out assigned tasks independently once clear direction has been provided.

Record and Audit Management

- Maintain and regularly update preventative maintenance register and equipment/asset registers.
- Collate, file, and archive audit checklists and service logs to meet internal and external audit requirements.

Maintenance Request Coordination

- Log, track, assign, and report on Facilities tickets in the work order system.
- Provide timely, professional updates to stakeholders, and escalate complex or unresolved issues to the Facilities Manager.

Access Control and Key Management

- Process access requests for new and exiting staff, ensuring access is granted and removed in a timely and secure manner.
- Maintain and regularly audit the key register, ensuring accurate tracking and secure storage.

Reporting & KPI Support

- Collect and verify data inputs to support monthly and quarterly reporting.
- Ensure all documentation is accurate, well-organised, and easily accessible for reporting and audits.



Internal Stakeholder Liaison

- Coordinate with staff across all QEC sites to plan and schedule maintenance and repair works.
- Communicate clearly and follow up consistently to ensure tasks are completed with minimal disruption to operations.

Process Improvement & Implementation

- Identify opportunities to improve workflows, documentation processes, or administrative systems.
- Participate in implementing and embedding approved improvements.

General Administrative Support

- Provide flexible and reliable administrative support to the Facilities and Asset Manager.
- Apply sound judgment when prioritising tasks, managing calendars, handling correspondence, and escalating issues as required.

Support for Hastings Site Operational Readiness

Provide administrative and practical support to the Facilities Manager to ensure the successful establishment and operational launch of the new Hastings site, including:

- Assisting with procurement activities: sourcing quotes, liaising with suppliers, and managing FF&E documentation.
- Support rollout of systems (e.g. asset registration, maintenance schedules)

5. Key Selection

Essential Criteria

- | | |
|--|--|
| <ul style="list-style-type: none"> • Relevant tertiary qualifications in administration, facilities management or similar, or equivalent experience. • Strong organisational skills with the ability to work independently and manage competing priorities. • Excellent communication and interpersonal skills, including the ability to engage effectively with a diverse range of stakeholders across multiple sites. • Proven ability to manage records, systems, and tasks with accuracy and attention to detail. • High level of proficiency in Microsoft Office (Word, Excel, Outlook), with the ability to create and maintain spreadsheets, registers, and reports. • Professional and proactive customer service approach. • Ability to travel and work between QEC sites as required. | <ul style="list-style-type: none"> • AHPRA Registration as relevant • Current Working with Children Check • Consent to undertake National Police Record Check • Current Australian Work Rights • Evidence of up-to-date immunisation schedule • Current COVID-19 Vaccination • Current Victorian Driver's License • Excellent written and verbal communication skills, and able to adapt style to a range of audiences. • High level organisational and prioritising skills. High level attention to detail • Aptitude for navigating new software • Proactive problem-solving skills |
|--|--|



Desirable Criteria

- Experience working in a health or public sector environment
- Contractor Supplier coordination

Personal Attributes Refer to VPSC Capability Framework

- **Integrity** - Operates in a manner that is consistent with the organisation's code of conduct. Builds trust through consistent actions, values and communication. Treats all sensitive information with utmost confidentiality.
- **Relationship Building and Collaboration** - Establishes and maintains positive work relationships, promotes consensus through diplomatic handling of agreements, forges useful partnerships with people, builds trust through consistent actions, values and communication.
- **Organisational and Time Management Skills** - Reliable and punctual. Manages own work time effectively and prioritises work tasks, seeking advice when needed.
- **Empathy and Cultural Awareness** - Communicates well with, relates to and sees issues from the perspective of people from a diverse range of culture and backgrounds. Respect and value the traditional owners.
- **Customer Service** - Consistent polite, friendly, professional presentation. Treats others with dignity and respect at all times. Takes responsibility for own workload and promptly escalates any concerns or issues.
- **Conceptual and Analytical Ability** - Uses analytical and conceptual skills to reason through problems.

6. Other Information

- At QEC, we are committed to providing a safe and supportive environment for children and we adhere to the Child Safe Standards
- The Victorian Public Sector Code of Conduct and all QEC policies and procedures apply to our employment at QEC
- It is important to us that all people (employees, client families, visitors and all others) feel a sense of belonging, safety and acceptance at QEC. We welcome and embrace the valued diversity we all bring to our organisation, and do not tolerate any form of discrimination, violence, bullying or harassment at QEC.
- QEC are committed to the safety and wellbeing of client families and employees. We are a smoke free workplace and require health care worker immunisation - important to keeping us all healthy and safe.
- A pre-employment medical assessment may be required upon request
- QEC closes for the period over Christmas/New Year to provide our teams with a well-earned break. It is a requirement that all relevant employees take annual leave during this period

**Employee Position Declaration**

I have read and understand the requirements and expectations of this Position Description.

I understand that the information and statements in this Position Description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date:

Manager Signature: _____

Print Name _____

Date: