

Position Description

Title:	Early Learning Access & Support Officer
Business unit:	Early Learning
Location:	130 Lonsdale Street, Melbourne VIC 3000
Employment type:	As per employment agreement
Reports to:	Manager, Early Learning Access & Support

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Early Learning Access and Support Officer plays a key role in ensuring both families and staff are well-supported throughout their early learning journey with Uniting. With a focus on inclusion, responsiveness, and high-quality service, the role provides a welcoming and consistent experience for families engaging with kindergarten, long day care, and outside school hours care, while also being a trusted point of contact for staff seeking guidance and support with administrative processes.

Working as part of a centralised team, this role helps connect families to the right services, ensures smooth transitions from enquiry through to ongoing participation, and provides staff with the information, tools, and assistance they need to deliver responsive and efficient programs. The position is grounded in strong relationships, clear communication, and a shared commitment to making early learning more accessible, supportive, and connected for every child, family, and educator.

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2. Scope

Budget:

Nil

People:

Nil

3. Relationships

Internal

- Senior Managers
- Program Managers (and equivalent)
- Centre Directors and Service Leaders.

External

- New and existing service users
 - Victorian local government and independent CRES teams
 - Government departments and bodies (as directed).
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4. Key responsibility areas

In this role, how we work is just as important as what we do. All responsibilities are approached with a spirit of compassion, courage, and creativity – reflecting Uniting’s commitment to inclusive and respectful service delivery. Team members are expected to engage with families and colleagues in a manner that is calm, professional, and solutions-focused. Every interaction is an opportunity to build trust, respond with empathy, think imaginatively to overcome barriers, and contribute to a supportive, high-quality experience for all.

Family engagement and access support:

- Provide welcoming, inclusive, and responsive support to families from initial enquiry through to enrolment and ongoing participation in Uniting’s early learning services.
- Act as a central point of contact for service access, ensuring families are guided through key steps with clear, culturally responsive communication and timely follow-up.
- Champion equitable access by helping families navigate processes and removing barriers to participation wherever possible.

Enrolment and service coordination:

- Maintain accurate family and service records in the client management system for kindergartens, ensuring enrolment data and documentation are processed efficiently and professionally (including attendance at kindergartens to support enrolment processes).
- Support Service Leaders in childcare and OSHC programs to maintain accurate family and service records in the client management system.
- Manage and respond to enquiries across kindergarten, long day care, and OSHC services, supporting a consistent and high-quality consumer experience.
- Support administrative coordination and data entry at peak times and when directed.
- Participate in CRES Partnership Meetings in-person and online when directed.

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Staff and stakeholder support:

- Provide responsive, practical support to early learning educators and leaders in relation to enrolment processes, system navigation, and access-related tasks.
- Collaborate with site-based and central teams to ensure operational processes support smooth service delivery and positive family engagement.
- Contribute to a collaborative team culture by sharing information openly, offering support to colleagues, and responding to requests with a constructive and inclusive mindset.
- Offer remote and on-site (when directed) assistance at kindergartens (and occasionally other programs) to ensure frontline staff are well-equipped to meet administrative and access-related needs.

Collaboration and continuous improvement:

- Actively contribute to the development and improvement of enrolment, access, and family support processes – drawing on stakeholder feedback and lived experience.
- Maintain accurate and accessible resources to support consistent practice across the Access and Support team.
- Participate in team-based planning, knowledge-sharing, and reflection to enhance overall service quality and coordination.

Personal accountability:

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and / or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation.

5. Additional focus areas (as directed)

In addition to the core responsibilities, staff in this role may be directed to support one or more of the following specialised functions based on team needs and operational priorities:

Uniform store management:

- Maintain stock levels and fulfilment processes for staff and children's uniforms, ensuring timely responses to orders and enquiries.
- Liaise with suppliers, staff, and finance teams as required, and uphold Uniting's presentation and branding standards across all uniform items.

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School readiness funding (SRF) support:

- Provide administrative and coordination support for internal School Readiness Funding processes, ensuring documentation and records are accurate and accessible.
- Support early learning services, Program Managers, and Area Managers with information, tracking, and reporting related to SRF planning and delivery.

ICT systems support:

- Provide basic ICT troubleshooting and support to Early Learning services, drawing on a working knowledge of Uniting's approved systems and platforms.
- Liaise with Uniting's ICT department to report and escalate unresolved issues, ensuring timely follow-up and communication with affected services.

Kindergarten in-service administrative support:

- Attend nominated kindergarten services during peak periods to provide on-site assistance with family enquiries, administrative tasks, and general operational support.
- Act as an extension of the Access and Support team, maintaining strong service relationships and ensuring alignment with central processes and standards.

Intensive enrolment support:

- Provide targeted enrolment assistance during peak intake periods, including participation in extended hours of customer support as required.
- Assist families with navigating the enrolment process, resolving enquiries promptly, and ensuring accurate and timely data entry into relevant systems during high-volume periods.

6. Performance indicators

Family engagement and access support:

- 95% of family enquiries are acknowledged within one business day and resolved or escalated within three business days.
- 90% satisfaction rating from post-engagement family feedback (where collected), indicating ease of access, clarity of communication, and helpfulness.
- 100% of enrolment enquiries receive consistent and accurate information aligned with current service offerings and eligibility requirements.

Enrolment and service coordination:

- 98% accuracy rate in enrolment records entered or updated in the client record management system.
- All enrolments and related documentation processed within agreed service-level timeframes (e.g. within 5 business days).
- Zero data privacy breaches or non-compliance issues related to record handling.

Staff and stakeholder support:

- 95% of internal staff support requests related to enrolments or system navigation are responded to within two business days.
- Positive qualitative feedback received quarterly from site-based staff regarding accessibility and helpfulness of support provided.
- Attendance at 90% of required team check-ins or coordination meetings, contributing actively to collaborative service delivery.

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Collaboration and continuous improvement:

- At least two suggestions for access process improvements or efficiency gains submitted or implemented per year.
- Active participation in team improvement projects, with measurable contributions (e.g. creation of one new resource, documented feedback loop, etc.).
- Maintains 100% up-to-date templates, guides, or resource documents assigned to their area of responsibility.

7. Person specification

Qualifications

- Qualifications in administration, customer service, early childhood education, or community services will be highly regarded for this position but are not essential.

Experience

- Experience in administration or customer service, including managing enquiries, maintaining records, and using digital systems is essential.
- Confidence communicating with families or community members in a supportive, inclusive, and professional manner.
- Familiarity with early learning, childcare, or community service environments (desirable but not essential).
- Ability to work effectively in a team, manage tasks independently, and contribute to continuous improvement in a hybrid work setting.

Workplace flexibility

This role supports a hybrid work model, combining both remote (home-based) and office-based work. Wherever possible, work will be primarily based at a suitable Victorian Uniting office or early learning service location to support collaboration, consistency, and connection with the broader team. Where an appropriate office location is not available in reasonable proximity to the team member's home, remote work may be considered, subject to management approval.

Team members working from home must ensure they have an adequate and safe home office setup in line with organisational requirements. Please note that Uniting does not provide equipment for home-based work; team members are responsible for ensuring they have the necessary infrastructure to work remotely.

Work locations and frequency, including for in-service support, will be agreed in collaboration with the Manager, Access and Support, with consideration given to service needs, team operations, and individual circumstances.

Standardised shifts will be rostered within a typical span of hours (8:00am to 5:30pm), with scheduling negotiated to ensure coverage, operational continuity, and work-life balance. During peak periods—such as enrolment season—team members may be required to support extended hours through participation in our after-hours helpdesk roster.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Child safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Commitment to inclusive, family-centred practice:** demonstrated ability to engage respectfully and effectively with families from diverse backgrounds, providing clear, culturally responsive support that promotes access and inclusion in early learning services.

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- **Strong communication and interpersonal skills:** demonstrated ability to communicate clearly, respectfully, and with appropriate tone across a variety of settings and stakeholders—including families, colleagues, and service leaders. Strong interpersonal skills with a proactive, inclusive, and service-oriented approach that reflects Uniting’s values and contributes to a positive experience for all.
- **Administrative and digital capability:** experience working with data entry, records management, or digital client systems, with a high level of accuracy and attention to detail. Ability to manage multiple tasks and enquiries within a centralised support environment.
- **Teamwork and continuous improvement mindset:** ability to work cooperatively within a team, contribute to shared goals, and actively participate in improving service processes. Demonstrated initiative in problem-solving and responding to emerging service needs.

8. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

9. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: