

Children's Services Administration Manager Position Description

POSTION TITLE	Children's Services Administration Manager
DEPARTMENT / INDUSTRY	Children's Services
AWARD / AGREEMENT	Clerks—Private Sector Award 2020 – Level 5 (Above Award)
CLASSIFICATION / GRADE	Manager Grade 1B

About YMCA South Australia

“We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit” (our mission).

YMCA South Australia is a not-for-profit community organisation that has served the South Australian community for 175 years. With approximately 1,200 employees (and growing), we deliver programs and services across the state in settings including community recreation centres, swimming pools, health and fitness facilities, community centres, camps, early education and schools and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life.

Our vision is to see **“lives enriched through wellbeing”** in this wider, and more integrated, sense across all of the South Australian communities in which we work.

The Y Factor

YMCA South Australia's culture is characterised by what we call “the Y Factor” – **“genuine care for the whole person, for every person.”** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community's wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can “grow in body, mind and spirit”.

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

“As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement.”

The Children's Services Administration Manager is responsible for overseeing all aspects of funding management, funding compliance, and administrative systems for our ELC and outside school hours care services. Leading a small customer service team, this role ensures efficient processes and accurate administration of government funding programs, including Child Care Subsidy (CCS), Inclusion Support Subsidy (ISS), Additional Child Care Subsidy (ACCS), and Skills SA, whilst maintaining strong stakeholder relationships and identifying opportunities for continuous improvement.

Areas of accountability	Key duties
Funding Management and Compliance	• Oversee and manage Skills SA, CCS, ISS, ACCS funding, evaluations, and re-evaluation processes. • Ensure compliance with government departments and regulatory requirements. • Liaise with government departments regarding funding claims and payments. • Educate and support customer service team to assist families in understanding their eligibility and entitlements. • Oversee systems to ensure accurate family accounts, ensure prompt invoicing, and process payments in a timely manner. • Implement robust systems for tracking, reporting, and auditing subsidy payments and family transactions. • Provide training and support to staff, services in Xplor functions, administrative procedures and funding requirements. • Work with finance department to manage subsidy payments and accounting processes. • Manage escalated discrepancies and disputes related to family accounts and subsidy allocations. • Develop and maintain policy and procedure documentation for funding administration, customer support functions. • Prepare regular reports on funding allocations and family account status. • Stay updated with legislative and policy changes, in particular Family Assistance Law, and communicate updates to staff and clients.
System Administration User Support	• Lead the relationship with Xplor account manager and provide updates, system upgrades and changes to Children's Services Team. • Manage administration of childcare management systems and funding-related systems. • Ensure system configuration meets regulatory frameworks and provider requirements, including liaising with Xplor to create modifications and updates as needed by the business.

	• Provide support to the business on system functionality and best practices. • Troubleshoot system issues and optimise system performance. • Manage the development and updates of user manuals and training materials. • Implement data migration and system implementations for new clients. • Maintain precise records and implement efficient data management systems. • Protect data confidentiality and ensure integrity in accordance with privacy policies. • Conduct regular audits of system transactions to ensure accuracy and prevent fraud.
Administration and Project Coordination	• In conjunction with Head of Children's Services, create project plans and schedules that outline scope, objectives, timelines, and resources. • Assist in the management of resources efficiently to ensure projects are completed within budget and time constraints. • Assist in identifying potential risks, assess their impact, and develop mitigation strategies. • Maintain regular communication with stakeholders and comprehensive project documentation as requested. • Assist with conducting post-project evaluations for continuous improvement. • Assist in the site visits, tender documentation, and set up of new sites.
Financial Management	• Prepare comprehensive monthly and annual reports on funding performance, client account status, and system utilisation. • Develop and maintain KPI dashboards tracking staffing, revenue and attendance growth, funding compliance metrics, and system performance indicators, in collaboration with relevant teams as required. • Monitor trends in CCS, ISS, ACCS funding usage to identify opportunities for process improvement and client support enhancement. • Conduct detailed financial reconciliation reporting for all funding streams, including variance analysis and cash flow forecasting. • Prepare operational performance reports for management, including observations and recommendations for improvements. • Prepare compliance audit reports to demonstrate adherence to government regulations and internal quality standards. • Generate client-specific performance reports showing funding optimisation, utilisation patterns, and growth opportunities. • Develop ad-hoc analytical reports in response to management requests, regulatory inquiries, or client needs. • Maintain comprehensive documentation of all reporting methodologies, data sources, and quality assurance processes. • Present findings and recommendations to management, clients, and stakeholders through presentations and written communications. • Monitor and report on team performance metrics including productivity measures, client satisfaction scores, and professional development progress.

	• Establish automated reporting systems where possible to improve efficiency and reduce manual processing errors. • Coordinate with finance, operations, and customer support teams to ensure data integrity and consistent reporting across the organisation.
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Key Relationships

Reporting to:	Head of Children's Services
Direct Reports:	• Children's Services Customer Service Team • Recruitment Officer • Administration and Marketing Officer
Key Internal Relationships:	• Children's Services Operations Team • Children's Services Quality Team • Corporate Services
Key External Relationships:	• Xplor • Department of Education (CCS) • School Business Managers • Other stakeholders including DCP

Selection Criteria

Qualifications and Licences – Essential

- National Criminal History Records Check (NCHRC) (must be within 6 months of issue date).
- International police check (for applicants who have worked overseas in the last 5 years).
- DHS South Australian Employment Working with Children Check (WWCC).
- National Child Safety Training (Foundation and Advanced, as required by Dept. of Education).

Qualifications and Licences – Desirable

- Tertiary qualification in Business Administration, Management, or a related field; or equivalent relevant experience in children's services administration (highly regarded).
- Qualifications in Training and Assessment, Project Management, or related areas.
- Diploma or degree in Early Childhood Education, Education Administration, or related field.

Knowledge and Experience – Essential

- Thorough knowledge of the Family Assistance Law, Child Care Subsidy (CCS), and related government funding programs (e.g., Inclusion Support Subsidy (ISS), Additional Child Care Subsidy (ACCS) etc.)
- Demonstrated experience working with childcare management systems, such as Xplor, Kidsoft or similar platforms.
- Minimum two (2) years' experience in a supervisory or team leadership role.

- Experience in children's services administration, funding compliance, or a regulated childcare environment.
- Experience in conflict resolution and managing customer complaints or grievances, particularly related to financial or billing matters.
- Strong understanding of compliance requirements and regulatory frameworks in children's services
- Advanced proficiency in Microsoft Office, particularly Excel (including data analysis, pivot tables, and reporting functions).
- Excellent organisational and time management skills with high attention to detail and accuracy.
- Proven ability to work autonomously and collaboratively across multiple teams.
- Strong problem-solving and analytical skills with ability to identify issues and implement effective solutions.
- Experience in coaching, mentoring, and supportive leadership, as well as grievance management.
- Excellent verbal and written communication skills for effective stakeholder engagement, report writing, and presenting complex information clearly.
- Understanding of privacy legislation and confidentiality requirements when handling sensitive family and financial information.
- Ability to undertake domestic travel as required.

Knowledge and Experience – Desirable

- Knowledge of the National Quality Framework (NQF) and National Quality Standards (NQS)
- Experience with government funding portals including PRODA and Provider Entry Point
- Project management experience including system implementations or process improvement initiatives
- Training design and delivery experience
- Experience in financial reporting

Personal Attributes

- Demonstrates a commitment to the YMCA's mission and can role-model the "Y Factor" to others.
- Creates a fun and exciting work atmosphere that is hardworking, and goal orientated.
- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Promptly responds to customers' needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.

- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y. Y People in Direct Contact Roles will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures, and practices.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.

- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Fair Treatment Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.
- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.
- Ensure your direct reports are aware of the Employee Assistance Program (EAP).

Approval of Position Description

Date created or revised:	January 2026
Approved by:	Komala Champion, Head of Children's Services

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	