

POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Position Number: P08013

Division: Inclusion

Classification: Administrative Services Officer Class 6 (ASO 6)

Business Unit: Children and Young People Equipment Loans Scheme (CAYPELS)

Location: 26 Weingarth Street HOLDER, ACT

Position Title: CAYPELS Service Coordinator

Last Reviewed: June 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

Inclusion Division comprises four branches/teams and works to strengthen community connections and participation opportunities for all Canberrans, including those from culturally diverse backgrounds; young people; women; and families.

The division facilitates engagement between the community and government and enhances the capacity of the community sector through a variety of support and development activities. The division is responsible for early support and intervention of children and their families including through case management, referral and assessment for children who may be experiencing concerns with development or who may need targeted services due to other vulnerabilities.

Inclusion Division also incorporates Domestic, Family and Sexual Violence Office, which provides strategic leadership, coordination, policy analysis and innovation expertise to drive cultural change and system reform, and to build whole of government and whole of community capability to address domestic, family

and sexual violence.

Other core responsibilities include program evaluation and design; program delivery; service delivery; grants, awards and events; delivery and monitoring of action plans; Ministerial advisory committees and councils; sector engagement; early intervention and support for children and families; and autism spectrum disorder assessments.

BUSINESS UNIT OVERVIEW

The Support Services for Children branch provides early intervention and prevention services for children, young people and their families, and services to children with developmental delays. The branch manages the three Child and Family Centres (CFCs) and the Child Development Service. Child and Family Centres provide a range of universal and targeted services based on the needs of children and their families. The Child Development Service provides assessment, referral, information and linkages for children 0-6 years where there are concerns relating to their development. It assists families with concerns about a child developing skills slower than peers in areas such as speech and language, movement, hand skills, self-care, and social development. The service provides autism spectrum disorder assessment for children aged up to 12 years. Support Services for Children is committed to protecting and promoting the rights, safety and wellbeing of children and young people.

As part of our commitment to being a child safe organisation, we actively engage with and value children and young people to create environments where their rights, safety, and wellbeing are at the centre of our values and actions. We genuinely promote the cultural safety and inclusion of all children and young people, including by respecting and valuing the diverse and unique identities and experiences of Aboriginal and Torres Strait Islander children and young people.

We strive to create conditions that reduce barriers for children, young people, and families with diverse needs, reduce the likelihood of discrimination, increase the likelihood that risks to children and young people will be identified; and ensure that concerns, allegations and disclosures are responded to and reported promptly. We take a zero-tolerance approach to discrimination, child abuse, and any actions that contravene the human rights of children and young people.

POSITION OVERVIEW

The CAYPELS Service Co-ordinator has responsibility for the day to operations of the service as well as leading a technical team to undertake the operational and administration duties of the service, supporting therapists to facilitate access for people within the community requiring equipment loans or trials. This position reports to the Senior Director of the Child Development Service.

WHAT YOU WILL DO

Under the limited direction of the Senior Director of the Child Development Service the CAYPELS Co-ordinator is responsible for the day-to-day operation of the Children and Young People Equipment Loans Scheme.

This role includes:

- Ability to exercise independent judgment on routine matters and take a lead role for developing and ensuring that policies and procedures relating to the service are developed and maintained in accordance with relevant legislation and internal processes.
- Deliver a respectful, inclusive equipment loans service by maintaining a high level of verbal and written interaction with staff and stakeholders at all levels.

- Engages and communicates effectively with clients, families, allied health clinicians and suppliers and members of the public with sensitivity and tact, maintaining a high level of confidentiality.
- Provision of supervision to the technical officers with strong capability to lead a team and role model professional, respectful behavior that builds a positive and innovative team culture that upholds the ACTPS values.
- Provide high level administrative and operational support including:
 - Receiving and managing service requests with the ability to prioritise and coordinate timely responses, action and tracking of tasks.
 - Undertaking a range of records management activities such as utilising Microsoft Office Suite & HPE Content Manager (TRIM), including supporting the Technical Officers to ensure records are retained.
 - Overseeing equipment loans including tracking and managing loan agreements and managing scheduling of equipment movement in accordance with policies and procedures.
 - Complete administrative tasks as directed using high level computer skills such as maintaining relevant equipment databases, client records, statistics and data reporting.
 - Perform general administrative tasks to support the function of the service including invoice coding through use of APIAS, filing, stationery and supply ordering, expense claims.
 - Responsibility for managing recruitment and must be able to manage competing deadlines with limited supervision.
 - Maintain records in accordance with the Territory Records Act 2002.
- Undertake other tasks and duties appropriate to this level of classification which contribute to the operation of the business unit, as directed by the Senior Director and other senior leaders within the Branch.
- This role requires an onsite presence to supervise TO positions.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated capacity to work collaboratively with allied health clinicians in the provision of appropriate equipment to support improved outcomes for children and their families with experience in working and leading teams in a community service environment.
2. Demonstrated experience or ability to learn quickly inventory management, equipment audits and maintaining equipment to a high standard and organisation of specialist repairs as needed.
3. Demonstrated experience, or the capability to acquire the skills, in the provision of service reports, responding to information requests from senior leaders and providing written recommendations for service improvement.

Behavioural Capabilities

4. Excellent interpersonal, communication (oral and written), liaison, negotiation and representational skills, with a range of internal and external stakeholders.

5. Demonstrated ability to work independently and in a team environment to achieve outcomes, including balancing competing priorities and meeting deadlines.
6. Strong organisational skills, attention to detail and accuracy, and high-level problem-solving skills.
7. Display behaviours that are consistent with the ACTPS values of Respect, Integrity, Collaboration and Innovation.

Compliance Requirements / Qualifications

- Experience and/or desire to work in a community services environment.
- Experience in supervision of administrative support/technical support officers.
- Proficiency with Microsoft Office products and database systems.
- This position requires a Working with Vulnerable People card.
- A driver's license is essential.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of position number P08013 and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally

Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Occasionally
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Never
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally