

POSITION DESCRIPTION

YMCA of Brisbane



Position Title:	Coordinator
Industry Sector:	Childcare Services
Group:	Outside School Hours Care (OSHC)
Modern Award:	Children's Services Award 2010
Classification Level:	5.1 – 5.3 (No qualification) / 6.1 – 6.3 (Qualified Small Service) / 6.4 – 6.6 (Qualified Large Service)
Reports to:	Area Coordinator or other person who may, from time to time, be nominated
Supervises:	Assistant Coordinator, Educators, Practical Placement Students, other (as required)

About the YMCA of Brisbane

Providing each and every person with opportunity to be healthy, happy and connected.

Formed in 1864, the YMCA of Brisbane services over 10,000 members of the community every week and operates programs from over sixty-five sites in South East Queensland. The YMCA of Brisbane works from a base of Christian values to provide opportunities for all people to grow in body, mind and spirit. The services we provide at the YMCA help fund the benevolent arm of the organisation, Y-Care (South East Queensland) Inc.

The YMCA of Brisbane is guided to achieve their mission by four key operational values:

- Honesty
- Respect
- Caring
- Responsibility

Industry Sector

The YMCA operates several OSHC services that provide before and after school care for children as well as school holiday programs. Our approach to OSHC is to provide a high quality, inclusive environment that gives children and young people the opportunity to learn, play, develop life skills and build lasting friendships in a safe, supported and friendly environment. Our programs and activities are aligned with the YMCA mission, to provide opportunities for all people to grow in body, mind and spirit.

Position Summary

The OSHC Coordinator will apply a depth of knowledge and a broad range of skills to effectively and efficiently manage the day to day operational aspects of the service including the provision of high quality child care, management of budgets, supervision of staff, liaison with parents and ensuring compliance with Licensing and Accreditation Standards. This position will be required to form appropriate relationships with children and families, service employees, other YMCA staff (as required) and the wider community (including the adjoining school personnel). The Coordinator also has an organisational development role, which includes a responsibility to support teams and individuals in resolving problems and issues when they arise.

Key Performance Indicators:

- The efficient and compliant running of the Centre's Before, After and Vacation Care School Care programs;
- Create a high quality care environment with an emphasis on inclusion;
- High level of customer service and satisfaction;
- Operating within the budgetary requirements of the program;
- Effective staff management;
- Demonstrated ability to implement work health and safety practices and emergency procedures when required;
- Ownership and responsibility for own work;
- Promote and support the shared values of the YMCA of Brisbane.

Duties and Responsibilities

1. QUALITY EDUCATIONAL PROGRAM DELIVERY

- Be the Nominated Supervisor, (who must be a Certified Supervisor) responsible for the day-to-day operation of the OSHC service;
- Ensure the safe supervision of children with regards to the duty of care;
- Be the Educational Leader responsible to lead the development and implementation of a stimulating and diverse daily educational program in the service, providing positive experiences and interactions for all children attending;
- Undertake accurate recording of all relevant observations of the children to support future program planning;
- Work in conjunction with KU Inclusion Agency and IS coordinator to develop an active Strategic Inclusion Plan (SIP);
- Support inclusive practices to include children with additional needs alongside their peers;
- Work with each individual child/young person with consideration of his/her cultural background and respect the beliefs of the parents/family;
- Be responsible for the planning, preparation, implementation and evaluation of a variety program of activities catering for the specified age group that meet requirements according to the National Quality Framework;
- Be responsible for the implementation and compliance of the Education and Care Services National Law Act and National Regulations;
- Provide age appropriate materials and activities that allow for children to make choices and connections;
- In liaison with the Area Coordinator, evaluate the effectiveness of the programs being offered;
- Administer first aid and medication, when required and fulfilling all associated legislative requirements;
- Ensure correct recording of behavioural problems and all accidents and incidents;
- Ensure standards of behaviour amongst children and staff are known and adhered to at all times;
- Ensure strict hygiene and sun protection practices are adhered to at all times;
- Prepare, or appoint a staff member to prepare, breakfast, morning / afternoon tea in accordance with health and hygiene guidelines;
- Place, or appoint a staff member to place orders for food items in accordance with planned menu for service and service budget;
- Keep abreast of information in the Child Care Services Handbook.

2. POSITIVE RELATIONSHIPS WITH CHILDREN, FAMILIES, STAFF AND COMMUNITIES

- Engage in warm, responsive, positive interactions with the children and their caretakers, supporting their learning and development;
- Demonstrate effective partnerships with families through open and regular communication;
- Regularly share with families their child's involvement in activities;
- Regularly inform families as to their entitlements, commitments and obligations;

- Provide quality customer service to families and the community;
- Effective liaison with the school where the program operates;
- Ensure enrolment information is accurately and completely entered into the service database;
- Follow up with families to obtain correct enrolment information so families can be formally enrolled for CCMS;
- Ensure families pay fees and send reminder notices to families with outstanding fees in accordance with the relevant policy;
- Compile family enrolment packs ensuring there is always a supply available;
- Advise families of procedures for applying for Child Care Benefit;
- Encourage families to contact FAO as soon as possible to discuss CCB eligibility.

3. SERVICE MANAGEMENT AND CENTRE ADMINISTRATION

- Plan and order any equipment purchases that may be necessary for the delivery of the program, in conjunction with the responsible Area Coordinator and OSHC Manager;
- Track craft, stationery, sporting equipment, electrical goods and paper work requirements according to legislative requirements and place orders according to order timetable with consideration given to service budget;
- Provide reports on attendances and other agreed Centre performance objectives as well as recommendations for future programs and initiatives to the Area Coordinator and OSHC Manager;
- Responsible for Account Management and monitoring Fee payments using the Child Care Information System;
- Prepare receipts and ensure petty cash is spent and acquitted in accordance with petty cash policy;
- Maintain accurate and complete records of monies spent;
- Ensure all administrative and office duties are completed on time;
- Monitor and maintain correct staff/child ratio and required qualification requirements at all times;
- Prepare a marketing plan on a yearly basis and actively market the service;
- Ensure staff files are kept up to date at the service and the OSHC Administration Office with certified copies of Blue cards, First Aid, CPR and qualifications of all staff that are on rosters.

4. STAFF MANAGEMENT

- Manage the optimal allocation of hours and rosters, oversee all staff hours, and publish in accordance with the industry award and YMCA procedures;
- Authorise rosters and timesheets on a daily basis;
- Manage rosters to ensure no overtime is accrued or authorised unnecessarily;
- Manage and oversee the induction process for new employees, undertake staff appraisals annually and in accordance with YMCA HR policies and procedures;
- Provide counselling and on the job training as required and, in consultation with the Area Coordinator and/or Human Resources, keep detailed file notes and records of underperforming staff;
- Ensure that employees within the area of operations understand and maintain the quality system and ensure that procedures and instructions are complied with;
- Oversee and guide staff interaction with children;
- Maintain currency of all qualifications necessary to fulfil the requirements of the position;
- Develop and maintain effective teamwork relationships with all team members, students and visiting personnel;
- Maintain open and effective communication with all team members, students and visiting personnel;
- Actively provide professional development and induction for staff through approved staff meetings and relevant training opportunities;
- Guide and support Assistant Coordinator, Educators, students on field placement and other personnel in best practices (as required).

5. CONTRIBUTION TO THE SERVICE

- Adhere to the National Quality Framework, relevant education standards and principles;
- Provide assistance to fellow staff members as required;
- Assist the service to ensure the completion of any collection of data or other records required in a timely manner and in accordance with relevant policies and procedures and the NQS;
- Contribute to ongoing learning through reflective practice;
- Engage in self-assessment and participate in training and development activities to ensure the development of the competencies required to meet the needs of the team and service area, including but not limited to completing all compulsory training modules from the nominated service provider;
- Attend professional development opportunities and meetings as appropriate or as directed.

Health, Safety and Environment

- Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- Be aware of duty of care responsibilities and the safety of all children in the services care, including people authorised to collect children;
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- Demonstrate knowledge of safe food handling, ensure strict hygiene and sun safety practices are adhered to at all times;
- Maintain accurate medical and attendance records to ensure timely reporting and effective emergency response;
- Implement control measures as per Risk Register for activities, incursions and excursions
- Maintain cleanliness and presentation of the service;
- Maintain the work environment so as to minimise risk to both customers and staff;
- Report identifiable risk so that immediate action can be taken;
- Comply with the YMCA's Occupational Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document;
- Maintain confidentiality of all YMCA information, records and files;
- To maintain the Quality System and report any deviations from the intended system;
- Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all processes and practices of the relevant work area;
- Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy;

Key Physical Requirements

- Walking / standing – Constant
- Sitting – interacting with children, facilitating activities – Frequent
- Squatting/ bending/kneeling – Frequent
- Exposure to noise – Constant
- Working outdoors – Frequent
- Fine motor skills (keying, typing) – Frequent
- Gross motor skills (setting up, packing up) – Occasional
- Lifting/carrying up to 10kg - Occasional

(Key = Occasional 1-33%, Frequent 34-66%, Constant 67-100%)

General

- Be ready to commence work at the start time listed on the service roster;
- Be suitably attired in YMCA uniform (shirt), black pants, shorts or skirt (business attire), closed in shoes, and YMCA name badge at all times;
- Record attendance and ensure clock in and out of every shift via Time and Attendance system;
- Apply for leave via the Time and Attendance system and contact the nominated Area Coordinator as soon as possible prior to the commencement of a rostered shift if unable to attend work;
- Be familiar with the latest Childcare Management System and Families package;
- Refrain from using mobile phones during program unless instructed;
- Any other duties as required within the Outside School Hours Care program or other venues as determined by the Chief Executive Officer from time to time.
- You may be required to work at different YMCA OSHC sites.

Position Requirements / Selection Criteria

- A tertiary qualification in Community, Child Care, Teaching, Disability or equivalent or Certificate 3 in Children's Services and/or relevant experience and/or working towards a suitable qualification;
- Demonstrated extensive experience in the coordination and delivery of high quality children's services;
- Demonstrated understanding of contemporary child care and early learning practices and issues, including Licensing and Accreditation Standards;
- Understanding of operational management including budgeting, staffing ratio's, occupancy levels and asset management;
- Ability to work in a team and to exercise tact, discretion and sound judgement and embrace collaborative learning practices;
- High level interpersonal, written and verbal communication skills;
- Computer competency in utilising child care management software and MS Office;
- Currently possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000;
- Achievement of YMCA's Safeguarding Children Training Certificate and complete annual refresher training;
- Current certification for First Aid, CPR, Asthma Management and Anaphylaxis Management

Approval

Date Position Description Created / Revised:	23 January 2018
Position Description approved by:	Chief Executive Officer
Signed:	
Date of Approval:	

Acknowledgement and Acceptance of Position Incumbent

I acknowledge that I have received and reviewed a copy of the position description for the role of Coordinator, OSHC.

I confirm that I fully understand all my job duties and responsibilities and that I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my service without it being specifically included in the position description.

I have discussed any questions about this job description with my immediate supervisor prior to signing.

Employee Name: _____

Date: _____

Employee Signature: _____

RETURN TO HR

