

YMCA POSITION DESCRIPTION – OSHC AREA COORDINATOR

Position Title	Area Coordinator		
Group	Childcare Services - Outside School Hours Care (OSHC)		
Modern Award / Agreement	Award Free		
Classification Level	Award Free		
Position Status	Contract / Permanent, Full-Time	Child Facing Role	Blue Card Required
		✓	✓
Safeguarding Classification	Child Facing Position (CF)		
Employment Screening	National Police Check; and Working with Children Check (Blue Card)		
Reports to	OSHC Regional Manager or other person, who may from time to time be nominated		
Supervises	Coordinators, Assistant Coordinators, Educators, Practical Placement Students, other (as required)		

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

This position is responsible for overseeing and monitoring the management of each service in their area/ zone of responsibility, supporting and enabling each Coordinator and Assistant Coordinator in staffing, rostering, staff development, mentoring and training, financial management, quality service delivery, program development, compliance and quality, reporting and asset management. In addition, this role will be responsible for developing the skills and capabilities of staff at each service, with the objective of driving consistency in the quality of services delivered across all Centres. This position will also assist the OSHC Manager and OSHC Regional Manager in ensuring all services meet the requirements of the Education and Care National Regulations, National Quality Framework and other relevant legislation.

Key Performance Indicators:

- Ensure each OSHC service within your zone maintains a high quality care environment with an emphasis on inclusion and in accordance with the national regulations.
- Ensure financial requirements are met and services operate within budget.
- Ensure all services meet compliance requirements and standards in accordance with regulations.
- Manage and develop Coordinators and Assistant Coordinators at each service to build strong and collaborative teams and workplaces that are consistent with YMCA's values, honesty, respect, caring and responsibility;
- Ensure the services and all staff meet standards of personal and professional development.

Duties and Responsibilities

1. QUALITY EDUCATIONAL PROGRAM DELIVERY

- 1.1 Be the Nominated Supervisor, (who must be a Certified Supervisor) responsible for the day-to-day operation of the OSHC service (in the absence of a qualified Coordinator);
- 1.2 Support and oversee the Coordinators and Assistant Coordinators in developing contemporary programming which is consistent across all services and compliant with the Education and Care National Regulations, National Quality Framework and Industry Standards;



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- 1.3 Communicate with Coordinators on a regular basis about the program and day to day service administration and work with the OSHC Regional Manager to resolve any day to day issues/concerns;
- 1.4 Monitor all services to ensure compliance with legislative, administration requirements and policies of the YMCA and regulatory requirements by all YMCA personnel;
- 1.5 Provide support and guidance to ensure Coordinators are meeting their legal obligations;
- 1.6 Ensure all services implement Quality Improvement Plans and engage in a process of continuous improvement including regular evaluation of program effectiveness;
- 1.7 Support Coordinators in the lead up to Assessment and Rating;
- 1.8 Supervise and mentor Coordinators to implement the required standards;
- 1.9 Work in conjunction with relevant agencies and the Inclusion Support Coordinator to develop an active Strategic Inclusion Plan (SIP).

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

- 2.1 Communicate with Coordinators on a regular basis to provide guidance and support on matters relating to school and family relationships and in addressing complaints;
- 2.2 Develop and maintain effective relationships with all team members in the designated zone;
- 2.3 Maintain open and effective communication with all services;
- 2.4 Assist Coordinators in dispute resolution and escalate to the OSHC Regional Manager if necessary;
- 2.5 Interact positively with other Area Coordinators to ensure consistent service delivery across all zones;
- 2.6 Work in collaboration with the OSHC Regional Manager, peer Area Coordinators and OSHC Administration team on staff meetings, staff development and other process enhancement opportunities;
- 2.7 Regularly communicate with school principals and families regarding the performance of the services, obtaining feedback from stakeholders and working to improve the service through developing appropriate responses to feedback;
- 2.8 Identify opportunities to expand/improve services and provide this information to the OSHC Regional Manager.

3. SERVICE OPERATIONS, FINANCE AND ADMINISTRATION MANAGEMENT

- 3.1 In consultation with other management staff, develop and review documentation relating to OSHC, including policies and procedural instructions;
- 3.2 Participate in the formulation of strategic plans for OSHC;
- 3.3 Order any equipment and resources necessary for the delivery of the services' programs, in conjunction with the OSHC Regional Manager;
- 3.4 Ensure timely attention to spending and acquittal of grants spending for all services within area of responsibility;
- 3.5 Conduct audit of services on a regular basis and be prepared to provide audits of other zones to ensure consistency;
- 3.6 Undertake renewal of licenses;
- 3.7 Work in a collaborative manner with OSHC Regional Manager to ensure budget expectations are achieved, including the follow up of debtors;
- 3.8 Liaise with the OSHC Regional Manager and the Coordinators of the individual services regarding effective implementation and management of each service's budget;
- 3.9 Provide reporting to the OSHC as required including; utilisation, staffing, debtors and budgets;
- 3.10 Work in collaboration with OSHC Regional Manager and Group Manager in the development of the OSHC annual budget;
- 3.11 Maintain awareness of available grants and funding and undertake the application process for relevant grants/funding to support all services;
- 3.12 Ensure all other administrative and office duties are completed on time.

4. STAFF MANAGEMENT, COORDINATION AND POSITIVE CULTURE

- 4.1 Ensure Coordinators meet ratio requirements through appropriate staffing and rostering, this may include attending services in emergency staff shortage situations;
- 4.2 Oversee rostering and staffing in the assigned zone and ensure that no overtime is accrued or authorized unnecessarily;
- 4.3 In the absence of a Coordinator, authorize the service's rosters and timesheets on a daily basis and manage the optimal allocation of hours and rosters;
- 4.4 Provide coaching, training and retraining to all Coordinators and Assistant Coordinators in relevant areas of business management such as budgeting, staffing, human resources, program quality assurance, child safety and compliance in the designated zone;



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- 4.5 Identify and address staff performance issues or conflicts and act as mediator (when required);
- 4.6 Provide supervision to Coordinators and conduct their annual performance appraisals, as well as ensuring Coordinators are trained in supervising, appraising and performance managing their teams as required;
- 4.7 Identify training needs, organize and/or conduct training in collaboration with the OSHC Regional Manager, to enable each service to develop, maintain and undertake all areas of the National Quality Framework;
- 4.8 Conduct exit interviews to identify changes required in processes and procedures and notify the OSHC Regional Manager and Human Resources of these;
- 4.9 Oversee the induction, onboarding, probation and annual staff appraisal processes in designated services, to ensure that they are conducted in accordance with YMCA policies and procedures;
- 4.10 Ensure that all on site files for children and staff are compliant and documentation is stored and archived as legally required.

5. CONTRIBUTION TO THE SERVICE

- 5.1 Adhere to the National Quality Framework, relevant education standards and principles;
- 5.2 Be familiar with the latest Childcare Management System and Families package;
- 5.3 Participate in relevant industry, sector and network meetings to promote the YMCA;
- 5.4 Contribute to ongoing learning through reflective practice;
- 5.5 Be a role model for the mission, values and vision of the YMCA of Brisbane;
- 5.6 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;
- 5.7 Attend professional development opportunities and meetings as appropriate or as directed.

Safeguarding Children

6. SAFEGUARDING CHILDREN REQUIREMENTS

The status for your position as either child-facing or non-child-facing is outlined on page one of your position description. The YMCA has requirements for both child-facing and non-child-facing roles which are indicated below.

Child-Facing Roles

- 6.1 Declare anything you become aware of through the course of your engagement with the YMCA which a reasonable person would consider could impede your suitability to have contact with children and young people;
- 6.2 Act as an extended guardian towards children and young people where you have interactions and at all times take reasonable steps to prevent abuse and neglect;
- 6.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 6.4 Update your details whenever these change, with the relevant department administering the working with children check or equivalent in your state/ territory of residence, as required by applicable laws;
- 6.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 6.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 6.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 6.8 Participate in safeguarding children and young people training as directed;

Non-Child-Facing Roles

- 6.9 Participate in safeguarding children and young people training as directed
- 6.10 Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families;
- 6.11 Any new program initiatives are to include consultation with children and young people, using standardised practices and resources;
- 6.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;
- 6.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 6.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.



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General

7. GENERAL REQUIREMENTS

- 7.1 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;
- 7.2 Comply with all Policies and procedures
- 7.3 Maintain confidentiality of all YMCA information, records and files;
- 7.4 Complete the YMCA Induction and other required training as required by organisational policy and procedures;
- 7.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 7.6 Any other duties as determined by the Chief Executive Officer as required.

Health and Safety

8. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 8.1 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;
- 8.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 8.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 8.4 Report all hazards, near-misses, incidents and injuries in accordance with organisation policy and procedures;
- 8.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 8.6 Properly use equipment, including any relevant safety equipment or devices;
- 8.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 8.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 8.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 8.10 Make suggestions for improvements to health and safety practices within the workplace;
- 8.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 8.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

Key Physical Requirements

1. Walking / standing – Constant
2. Sitting – Constant
3. Driving – Frequent to Constant
4. Squatting/ bending/kneeling – Frequent
5. Working outdoors – Frequent
6. Fine motor skills (keying, typing) – Constant
7. Gross motor skills (setting up, packing up) – Occasional to Frequent
8. Lifting/carrying up to 10kg - Frequent

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

Position Requirements / Selection Criteria

Essential:

1. A diploma qualification in Children's Services, Community, Teaching, Disability or equivalent and/or relevant experience;
2. Demonstrated minimum experience of five (5) years in the management and delivery of high quality OSHC Children's services;
3. Demonstrated understanding of the risks associated with delivering child related services and the ability to identify opportunities to minimize risk and ensure legal and regulatory obligations are met and services remain compliant;
4. Sound knowledge and understanding of applicable Legislation, Education and Care National Regulations, National Quality Framework and Industry Standards;
5. Excellent written and verbal communication skills including experience in writing reports and proposals;
6. Demonstrated staff leadership and management experience including the ability to develop and engage staff;
7. Demonstrated budget and financial management skills;



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8. Effective time management, prioritization and problem solving skills;
9. An ability to work independently as well as in a team environment, coupled with the ability to achieve collaboration between stakeholders and manage group interactions effectively;
10. Computer competency in utilising child care management software and MS Office;
11. Current certification for First Aid, CPR, Asthma Management and Anaphylaxis Management;
12. Current valid driver's licence;
13. Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
14. 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;
15. Achievement of YMCA's Safeguarding Children Training Certificate and complete annual refresher training.

Desirable:

1. Demonstrated experience working with young people with a disability and/or high/ complex needs.

Approval

Date Position Description Revised:	05/07/19
Position Description approved by:	Chief Executive Officer
Date of Approval:	

