

POSITION DESCRIPTION

OSHC Regional Manager



Position Title	OSHC Regional Manager
Group	Children's Services - Outside School Hours Care (OSHC)
Modern Award / Agreement	Award Free
Classification Level	Award Free
Position Status	Permanent, Full-Time
Reports to	OSHC Manager or other person who may, from time to time, be nominated
Supervises	OSHC Area Coordinators and OSHC Coordinators

About the YMCA of Brisbane

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 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. We are guided to achieve our mission by four key values: honesty, respect, caring and responsibility.

Industry Sector

The YMCA OSHC services 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.

Position Summary

Reporting to the OSHC Manager, this position is responsible for effective supervision and management of the OSHC services in all zones. The key areas of responsibility include; daily management and supervision of the OSHC Area Coordinators and their related Zone Coordinators; overall management of staffing levels, standardizing rostering, professional development, mentoring and training; budget requirements and financial management of the services; the overall provision of quality service delivery, program development; meeting regulatory compliance, quality standards and reporting requirements, and asset management. This role will work closely with the OSHC Manager to establish and lead the direction for the OSHC services to meet YMCA OSHC strategic objectives. This position will also be responsible for managing a number of OSHC services and provide back up support to the Area Coordinators as required.

Key Performance Indicators:

1. Ensure each OSHC service maintains a high quality care environment and in accordance with the national regulations.
2. Ensure financial requirements are met and services operate within budget.
3. Ensure all services meet compliance requirements and standards in accordance with regulations.
4. Manage and develop Area Coordinators and Coordinators, build strong and collaborative teams, proactively mentor, coach and develop workplaces that are consistent with YMCA's values, honesty, respect, caring and responsibility;
5. Ensure the services and all staff meet standards of personal and professional development.
6. Maintain positive and professional relationships with internal and external stakeholders including key members of each school the YMCA works with in conjunction with the YMCA Management Team as delegated and/or required.

Duties and Responsibilities

1. QUALITY EDUCATIONAL PROGRAM DELIVERY

- 1.1 Responsible for the day-to-day operation of OSHC services in the absence of the responsible Area Coordinator(s) and Coordinators for designated OSHC services;
- 1.2 Manage, oversee and provide guidance to Area Coordinators and assigned services to assist staff to work with their Coordinators and Assistant Coordinators in developing contemporary programming consistent across all services and compliant with the Education and Care National Regulations, National Quality Framework and Industry Standards as well as undertake this work in your own zone;
- 1.3 Communicate effectively with Area Coordinators and Coordinators on a regular basis regarding the OSHC programs and day-to-day service administration and operational updates;
- 1.4 Escalate matters of concern or issues to the OSHC Manager as required showing high initiative and responsibility;
- 1.5 Resolve any day-to-day issues or concerns and communicate information as required to the Area Coordinators and services, escalating to OSHC Manager as required;
- 1.6 Oversee Area Coordinators and Coordinators to ensure they are meeting their legal obligations;
- 1.7 Oversee Area Coordinators and assigned services to ensure all OSHC services implement Quality Improvement Plans and engage in continuous improvement including regular evaluation of program effectiveness;
- 1.8 Support Area Coordinators and Coordinators as required in the lead-up to Assessment and Rating and to understand their responsibility and compliance to the Family Assistance Law, as it relates to the administration of the Child Care Subsidy;
- 1.9 Work in conjunction with relevant agencies and the Inclusion Support Coordinator to develop an active Strategic Inclusion Plan (SIP);
- 1.10 Work with the OSHC Manager to implement the strategic direction of OSHC as a sector.

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

- 2.1 Maintain effective and consistent communication with Area Coordinators and Coordinators, including regular service visits to provide guidance and support on matters relating to school and family relationships and in addressing complaints or grievances;
- 2.2 Develop and maintain effective relationships and communication with all staff members across all services;
- 2.3 Provide support and guidance to Area Coordinators and Coordinators in dispute resolution, performance and disciplinary matters and other HR matters and escalate to the OSHC Manager if necessary;
- 2.4 Regularly obtain feedback from key stakeholders regarding the performance of the services;
- 2.5 Identify opportunities to expand and consistently improve services and provide this information to the OSHC Manager.

3. SERVICE OPERATIONS, FINANCE AND ADMINISTRATION MANAGEMENT

- 3.1 In consultation and collaboration with other management staff, develop and review documentation relating to OSHC, including updating policies and procedural instructions;
- 3.2 Participate in the formulation of strategic plans for OSHC and the annual budget;
- 3.3 Order equipment and resources in line with the position's allotted purchasing limits necessary for the delivery of the services' programs, in conjunction with the OSHC Manager;
- 3.4 Ensure timely attention to spending and acquittal of grants spending for all services within area of responsibility;
- 3.5 Conduct audits of services as required;
- 3.6 In consultation and collaboration with the relevant Area Coordinators and Coordinators, complete incident reports as required for the OSHC Manager to submit to the Department of Education and Communities;
- 3.7 Undertake renewal of licenses for OSHC services which may include increasing the services licensed capacity and lodging notifications through the NQAIT portal;
- 3.8 Liaise with the OSHC Manager, Area Coordinators and Coordinators regarding effective

implementation and management of each service's budget to ensure budget expectations are achieved;

- 3.9 Provide reports to the OSHC Manager as required and in a timely manner;
- 3.10 Maintain awareness of available grants and funding and undertake the application process as required;
- 3.11 Oversee and support Area Coordinators and assigned services in managing customer feedback and complaints to improve operations and escalate as necessary. Conduct investigations in accordance with policy, minimize and mitigate any potential harm or threat to YMCA operations;
- 3.12 Manage the development of the annual budget, including the planned capital needs for all OSHC services and the administration office;
- 3.15 Oversee special projects and prepare business cases as required.

4. STAFF MANAGEMENT, COORDINATION AND POSITIVE CULTURE

- 4.1 Manage rostering and staffing, to ensure that overtime is not accrued or authorised unnecessarily;
- 4.2 In the absence of an Area Coordinator/ Coordinator, authorise the service's rosters and timesheets as required;
- 4.3 Identify and address staff performance issues or conflicts, consult Human Resources as required and ensure all complaints are handled in line with the Complaints Policy and escalated to the OSHC Manager;
- 4.4 Conduct annual performance appraisals of the Area Coordinators and Coordinators of assigned services;
- 4.5 Identify training needs, organise and/or conduct training in collaboration with the Area Coordinators and the OSHC Manager to enable each service to develop, maintain and undertake all areas of the National Quality Framework and/or other business areas;
- 4.6 Conduct staff exit interviews to identify abnormalities or changes required in processes and procedures and notify the OSHC Manager and Human Resources of these;
- 4.7 Oversee the induction, onboarding, probation and annual staff appraisal processes for Area Coordinators/ Coordinators of designated services, to ensure that they are conducted in accordance with YMCA policies and procedures;
- 4.8 In the absence of the OSHC manager, take initiative and responsibility of the role and oversee all administrative and operational functions which form part of the duties of the OSHC Manager role.

5. PROFESSIONAL DEVELOPMENT

- 5.1 Maintain an exceptional knowledge of the Education and Care Services National Law and Regulations;
- 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 Be a role model for the mission, values and vision of the YMCA of Brisbane;
- 5.5 Engage in self-assessment and participate in training and development activities, including but not limited to completing all compulsory training modules;
- 5.6 Attend professional development opportunities and meetings as appropriate or as directed.

Health, Safety and Environment

- 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;
- 2. Ensure control measures are implemented as per risk register for activities, incursions and excursions;
- 3. Take reasonable care to ensure your own safety and health and that of others, and to abide by their duty of care provided for in the legislation;
- 4. Maintain the work environment so as to minimise risk to both customers and staff and report identifiable risk so that immediate action can be taken;
- 5. Comply with the YMCA's Work Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document;
- 6. Comply with the YMCA's ICT Policies and procedures, the Privacy Act and maintain confidentiality of all YMCA information, records and files;
- 7. Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "YMCA Quality Manual";

8. Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy;
9. Any other duties as determined by the Chief Executive Officer as required.

Key Physical Requirements

1. Walking / standing – Frequent - 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 tertiary qualification in Community, Child Care, Teaching, Disability or equivalent or Diploma in Children's Services and/or relevant experience and/or working towards a suitable qualification;
2. Demonstrated extensive experience in the management and delivery of high quality children's services;
3. Demonstrated comprehensive understanding of the risks associated with delivering child related services and the ability to identify opportunities to mitigate risk;
4. Sound knowledge and understanding of applicable legislation, regulations and industry standards;
5. Outstanding interpersonal skills and excellent verbal and written communication skills including experience in writing reports and proposals;
6. Demonstrated significant staff management, coaching and leadership experience including the ability to develop and engage staff effectively;
7. Demonstrated budget and financial management skills;
8. Effective time management, prioritization and problem solving skills;
9. An ability to work independently and in a team environment, coupled with the ability to achieve collaboration between stakeholders and manage group interactions effectively;
10. Proficient component skills in Microsoft Office Suite and systems;
11. Current certification for First Aid, CPR, Asthma Management and Anaphylaxis Management;
12. Current Open Driver's Licence and Own Vehicle;
13. Possess, or be willing to obtain, a Police Check Certificate or positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000;
14. 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;
2. Previous experience working in an Outside School Hours Care (OSHC) service;

Approval

Date Position Description Created / Revised:	28 May 2019
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 OSHC Regional Manager.

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

