

## YMCA POSITION DESCRIPTION – LEAP COORDINATOR

Position Title	LEAP Coordinator		
Group	YMCA Social Impact (Y-Care South East QLD Inc.)		
Modern Award:	Social, Community, Home Care and Disability Services Industry Award 2010		
Classification Level:	Level 5.1 – 5.3		
Position Status	Casual / Part-Time / 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) and; Yellow Exemption Card (If required to work with a participant(s) over 18 years of age).		
Reports to:	LEAP Manager or other person who may, from time to time, be nominated		
Supervises:	LEAP Support Workers, LEAP Participants		

### Industry Sector

As the social impact arm of the YMCA of Brisbane, Y-Care (trading as YMCA Social Impact) exists to support people in our community. Social Impact's programs each operate in different areas but share the common theme of assisting people overcome the challenges they face in body, mind and spirit. Services and programs managed by Social Impact fall under the following (five) 5 focus areas: Youth and Education, Healthy Futures, Community Housing, Disability and Social Enterprise.

The YMCA's LEAP program is an Outside School Hours Care (OSHC) Service for children and young people with a disability. The LEAP program and activities provide inclusion, access, support and skill development for children and young people aged 5-18 years in line with the Disability Services Act 2006, Human Services Quality Framework and National Disability Insurance Scheme (NDIS) Legislation. Children who attend the LEAP Program access a modified and individualised program that is designed to align with their NDIS goals.

### Position Summary

It is a requirement of this position to have a practical understanding of how to support participants to progress with individual goals and aspirations. The LEAP team develop programming using a person-centered approach and an understanding of available supports and procedures. There is a requirement to maintain appropriate relationships with all Participants, Families, Allied Health Professionals, other YMCA staff and the wider community.

The position has three (3) key areas of focus:

- Coordinate LEAP Outside School Hours Care and Vacation Care for children and young people aged between 5 – 18 years of age (including administration processes, programming documentation, rostering and invoicing).
- Undertake responsibility for the Intake and Assessment for prospective participants for YMCA LEAP programs and activities.
- Support staff to implement modified programs and activities to align with the needs of each participant.

### Duties and Responsibilities

#### 1. ACCESS AND INCLUSION

1.1 Meet with each participant and their family/ carer to:

- Assess the capability, capacity and suitability of the OSHC service;
- Identify potential barriers and develop strategies to increase access and inclusion;
- Develop individual LEAP documents listing specific support needs and goals;
- Determine appropriate level of staff support needed and;
- Identify and connect with outside agencies who currently support the participant.

## **2. LEAP SERVICE DELIVERY**

2.1 Maintain a current understanding of each participant's NDIS goals and individual support needs:

- Ensure LEAP documents are reviewed regularly and reflect the current **support** needs and goals of the individual;
- Use observational skills and disability knowledge to gather information to enable effective and professional support and;
- Collect and collate information and data.

2.2 Administer medication and provide assistance when needed regarding daily life skills such as food preparation, eating, toileting routines, dressing etc.;

2.3 Follow Positive Behaviour Support Plans to manage challenging behaviors;

2.4 Ensure all LEAP processes are completed within set routines and deadlines;

2.5 Supervise and mentor LEAP Support Workers to ensure a consistent quality service is provided;

2.6 Monitor income and expenditure against budget forecast, and work with the LEAP Manager to identify and implement the most effective corrective action when targets are not met and;

2.7 Adhere to financial delegations and authorisations.

## **3. QUALITY ASSURANCE**

3.1 Understand and apply knowledge of both disability legislation and the National Disability Insurance Scheme (NDIS) to ensure service delivery conforms to compliance framework;

3.2 Monitor and maintain a quality of service and reporting documentation aligned with the LEAP Quality Manual;

3.3 Work with the LEAP Manager and YMCA OSHC Administration to ensure the service is compliant;

3.4 Ensure the rostering of staff reflects the needs and support ratio documented for all children, and meets the requirements of the compliance framework;

3.5 Be the Nominated Supervisor (who must be a Certified Supervisor) responsible for the day-to-day operation of the OSHC service;

3.6 Maintain a duty of care to provide safe supervision of participants;

3.7 Assist with a continual improvement approach across the program development and implementation;

3.8 Use and guide others in the use of systems for reporting and administrative purposes including service and billing records;

3.9 Implement a person centered approach during the planning, preparation, implementation and evaluation of the programs;

3.10 Liaise with the LEAP Manager to evaluate the effectiveness of the programs being offered;

3.11 Ensure correct recording and reporting of all accidents and incidents;

3.12 Keep up to date with information relating to disability and Child Care Services.

## **4. POSITIVE RELATIONSHIPS**

4.1 Engage in warm, responsive, positive interactions with participants and their carers to foster a supportive learning and development environment;

4.2 Demonstrate effective partnerships with families, school staff and outside agencies through open and regular communication;

4.3 Maintain a high level of cooperation with the school in which LEAP OSHC operates;

4.4 Advise families and staff of procedures for applying for NDIS funding and Child Care Subsidy;

4.5 Consistently advocate for people with a disability within our program and within the wider community;

4.6 Oversee and guide staff interactions with children.

## **5. SERVICE MANAGEMENT AND ADMINISTRATION**

5.1 Prepare accurate and timely reports for the LEAP Manager;

5.2 Ensure enrolment information is correctly entered into the service database;

5.3 Ensure families pay fees and send reminder notices to families with outstanding costs in accordance with the relevant policy;

5.4 Compile LEAP documentation packs, including enrolment information ensuring there is always a supply available;

5.5 Plan and order any equipment purchases that may be necessary for the delivery of the program, in conjunction with LEAP Manager;

5.6 Track the purchase of consumables (stationery, sporting equipment etc.) according to order timetable with consideration to service budget;

5.7 Prepare receipts and ensure all transactions are accurately completed;

5.8 Maintain accurate and complete records of monies spent;



- 5.9 Monitor and maintain correct staff/child ratio and required qualification requirements at all times in accordance with LEAP support plans;
- 5.10 Ensure participant and staff files are kept up to date at the service;
- 5.11 Order food items in accordance with a planned menu within the service budget, to prepare snacks and meals in accordance with health and hygiene guidelines.

## **6. STAFF MANAGEMENT**

- 6.1 Recruit staff aligned with Brisbane YMCA mission, vision and values; key practices of YMCA Social Impact; and Brisbane YMCA policies and procedures;
- 6.2 Support, mentor and guide team members so that requirements related to service delivery and quality assurance are met;
- 6.3 Inform staff of professional development opportunities made available via the LEAP team;
- 6.4 Create fortnightly staff rosters to align with participant staff ratio needs, and YMCA procedures;
- 6.5 Authorise staff time and attendance records on a daily basis;
- 6.6 Undertake staff appraisals annually and in accordance with YMCA HR policies and procedures;
- 6.7 Ensure that qualifications held by staff are both current and sufficient to satisfy compliance and accreditation requirements;
- 6.8 Develop and maintain effective professional relationships with all team members and visiting personnel.

## **7. CONTRIBUTION TO THE SERVICE**

- 7.1 Promote and model the sharing of knowledge, effective strategies and general information across LEAP programs;
- 7.2 Understand the strategic direction under which the organisation operates and participate in the LEAP unit strategic planning sessions;
- 7.3 Contribute to creation of LEAP celebration stories to be shared to Brisbane YMCA staff and members;
- 7.4 Work with all stakeholders to identify strategies to support each individual's needs, expectations and goals;
- 7.5 Attend professional development opportunities and meetings as appropriate or as directed.

## **8. INTAKE AND ASSESSMENT**

- 8.1 As directed by the LEAP Manager, carry out the following intake and assessment responsibilities for the LEAP programs;
  - Respond to Participant Enquiry forms;
  - Complete internal assessments and develop strategies to overcome identified barriers;
  - Provide a quote for each participant leading to acceptance in a service agreement;
  - Meet with each participant and family/ carer to discuss and document LEAP Goals, related activities and strategies;
- 8.2 Ensure exit and feedback information is captured.

## **9. LEADERSHIP AND SERVICE MANAGEMENT**

- 9.1 Be ready to commence work at the start time listed on the service roster;
- 9.2 Be suitably attired in YMCA uniform (shirt), closed in shoes, and YMCA name badge at all times;
- 9.3 Record attendance and ensure clock in and out of every shift via Time and Attendance system;
- 9.4 Apply for leave via the Time and Attendance system and contact the LEAP Manager as soon as possible prior to the commencement of a rostered shift if unable to attend work;
- 9.5 Be familiar with the latest Management System and Families package as well as the NDIS Portal and Price Guide;
- 9.6 Promote and represent the YMCA at an industry or sector level as required;
- 9.7 Complete any additional duties as required within the LEAP programs or other venues as determined by the Chief Executive Officer from time to time;
- 9.8 You may be required to work at different YMCA OSHC sites.

## **Safeguarding Children**

### **10. 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

- 10.1 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;
- 10.2 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;



- 10.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 10.4 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;
- 10.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 10.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 10.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 10.8 Participate in safeguarding children and young people training as directed;

#### Non-Child-Facing Roles

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

### **General**

#### **11. GENERAL REQUIREMENTS**

- 11.1 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;
- 11.2 Comply with all Policies and procedures
- 11.3 Maintain confidentiality of all YMCA information, records and files;
- 11.4 Complete the YMCA Induction and other required training as required by organisational policy and procedures;
- 11.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 11.6 Any other duties as determined by the Chief Executive Officer as required.

### **Health and Safety**

#### **12. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS**

- 12.1 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;
- 12.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 12.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 12.4 Report all hazards, near-misses, incidents and injuries in accordance with organisation policy and procedures;
- 12.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 12.6 Properly use equipment, including any relevant safety equipment or devices;
- 12.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 12.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 12.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 12.10 Make suggestions for improvements to health and safety practices within the workplace;
- 12.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 12.12 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 – interacting with children, facilitating activities – Frequent
- 3. Squatting/ bending/kneeling – Frequent
- 4. Working outdoors – Frequent
- 5. Fine motor skills (keying, typing) – Frequent
- 6. Gross motor skills (setting up, packing up) – Frequent
- 7. Lifting/carrying up to 10kg - Frequent

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



**Position Requirements / Selection Criteria**

**Essential:**

1. A minimum of a Certificate IV in relevant studies (Community Services, Welfare Work, Special Education Teaching, Disability or equivalent) and a Certificate III in Children’s Services and/or relevant experience and/or working towards a suitable qualification;
2. Have already completed or be willing to complete the mandatory NDIS Worker Orientation Module (online training) and have read, understood and be willing to uphold the NDIS Code of Conduct;
3. Demonstrated extensive experience in the coordination and delivery of a high quality service;
4. Demonstrated experience working with children and young people with a disability who have high and complex needs;
5. Understanding of operational management including budgeting, staffing ratio’s, occupancy levels and asset management;
6. Ability to work in a team and to exercise tact, discretion and sound judgement and embrace collaborative learning practices;
7. Demonstrated high level of interpersonal, written and verbal communication skills;
8. Computer competency in utilising management software and MS Office;
9. Currently possess, or be willing to obtain, a Police Check Certificate, a positive notice Blue Card and a Yellow Card Exemption (If required to work with a participant(s) over 18 years of age) in accordance with the Working with Children (Risk Management and Screening) Act 2000.
10. Achievement of YMCA’s Safeguarding Children Training Certificate and complete annual refresher training;
11. Current certification for First Aid, CPR, Asthma Management and Anaphylaxis Management;
12. Eligibility and right to work in Australia.

**Desirable:**

1. Knowledge of the NDIS Framework, disability and other relevant legislation.

**Approval**

Date Position Description Revised:	October 2019
Position Description approved by:	Chief Executive Officer
Date of Approval:	

