

YMCA POSITION DESCRIPTION – DIRECTOR SCUH CHILD CARE CENTRE

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| Position Title | Director SCUH Child Care Centre | | |
| Group | Childcare Services – Early Education Centres | | |
| Modern Award: | Children’s Services Award 2010 | | |
| Classification Level: | Above Award and Conditions | | |
| Position Status | Permanent | Child Facing Role | Blue Card Required |
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| Safeguarding Classification | Child Facing Position (CF) | | |
| Employment Screening | National Police Check; and Working with Children Check (Blue Card) | | |
| Reports to: | Group Manager Children’s Services or other person who, from time to time, may be nominated | | |
| Supervises: | N/A | | |

Industry Sector

The YMCA is one of Brisbane's most recognisable customer-focused community organisations. The YMCA operates a number of services including child care, health and fitness, outdoor education and camping, accommodation and retail along with benevolent activities including the YMCA Vocational School and the Schools' Breakfast program. YMCA have been providing child care for over 30 years, committed to helping children grow in body, mind and spirit.

Position Summary

This is a Management position, responsible to both internal and external stakeholders, to lead and develop best practices in the SCUH Child Care Centre for the YMCA. To vigilantly protect and promote the safety of children, and to demonstrate the YMCA mission and values at all times. The achievement of financial goals, business sustainability and consistency are primary responsibilities of this position, as well as the management of all aspects of day to day operations and compliance requirements. The YMCA has been contracted by Exemplar Health to manage the provision of services for the operation and management of the Child Care Centre at the Sunshine Coast University Hospital. The Director will be responsible for ensuring the contractual obligations are being met.

Duties and Responsibilities

1. BUSINESS OPERATIONS MANAGEMENT

- 1.1 Manage all aspects of the YMCA SCUH Child Care Centre including staff, administration, quality programming, compliance, risk management, facilities management, and business development paying particular attention to the contractual obligations to Exemplar Health;
- 1.2 Manage the provision of quality education and care and quality programming in all care environments to achieve high standards to parent and child satisfaction, through compliance with YMCA policy and regulatory standards;
- 1.3 Approved nominated supervisor, responsible for the overall management and control of the Centre;
- 1.4 Manage operations to ensure efficient and compliance across the Centre, immediately report or escalate any serious breaches of regulations, policy or procedures to senior management and external stakeholders;
- 1.5 Manage adherence to work instructions ensuring policies, procedures and guidelines are completed and followed;
- 1.6 Manage procurement of stock, consumables and equipment items; achieve cost effective terms with all suppliers;
- 1.7 Manage systems and procedures that ensure compliance with regulations for food and hygiene, workplace health and safety, and other industry related standards and licensing controls;
- 1.8 Manage 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;
- 1.9 Manage the production of high quality, compliant and efficient administration and documentation including; accurate reporting to management, requisitioning equipment and reporting required maintenance.

2. STAFF MANAGEMENT

- 2.1 Ensure compliance to the Exemplar Health Lease and Child Care Management Agreement in relation to the additional recruitment requirements for staff working in the Centre.
- 2.2 Manage the performance of all staff to deliver high standards of service and quality care, in accordance with the YMCA policy and procedures, Industry Awards and industrial relations legislation;
- 2.3 Manage staff hours and rostering in accordance with forecasts, and budget constraints;
- 2.4 Manage employee engagement and motivation levels with all staff, achieve a positive work environment and high staff morale;
- 2.5 Manage staff performance to achieve organisational objectives, complete staff appraisals within required timeframes, complete all documentation to effect employment activities, and submit to Human Resources in adherence with policy;
- 2.6 Manage the compliant and efficient appointment of staff; adhere to recruitment procedures, complete and submit all employee documentation accordingly; manage the induction and on boarding of all employees, in accordance with policy, NQF and legislative requirements;
- 2.7 Manage staff training and development; facilitate regular meetings, provide mentoring, and on the job training, in line with policy and regulatory requirements;
- 2.8 Ensure the currency of qualifications of all staff to fulfil the requirements of all positions.
- 2.9 Educational Leader, responsible to lead the development and implementation of the educational program in the Centre.

3. FINANCIAL MANAGEMENT

- 3.1 Ensure compliance to the Exemplar Health Lease and Child Care Management Agreement in relation to the additional financial reporting requirements for the Centre;
- 3.2 Manage the approved budget for YMCA SCUH Child Care Centre ensuring that operations meet financial expectations;
- 3.3 Analyse income and expenditure, ensure they are in line with budget and investigate any significant deviations;
- 3.4 Manage the development of the annual budget including the planned capital needs for the YMCA SCUH Child Care Centre, making recommendations for replacements to Exemplar Health;
- 3.5 Manage all revenue and the timely receipt of income, ensure financial transactions are accurate, investigate errors immediately taking appropriate corrective action and manage outstanding accounts in accordance with policy.

4. BUSINESS DEVELOPMENT AND MARKETING

- 4.1 Develop, review and have approved the annual Business Management Plan for the YMCA SCUH Child Care Centre including clear KPI and reporting framework;
- 4.2 Manage and implement strategies to achieve optimal engagement of new and existing educators, children's attendance, implement marketing strategies, and monitor competitor developments and activities;
- 4.3 Manage all marketing including the development of flyers, brochures, web site and other marketing materials for the Centre;
- 4.4 Manage marketing activities and relationship strategies for all industry sectors and agencies with whom the Centre has agreements, networks and partnerships.

5. FACILITIES MANAGEMENT

- 5.1 Manage the YMCA SCUH Child Care Centre building and facilities; develop a preventative maintenance plan for all facilities, plant and equipment, manage prompt response to any reported or observed damage or faults;
- 5.2 Manage and oversee the performance of maintenance contractors and advise management appropriately;
- 5.3 Manage the timely completion of inspections of the building and facilities of the Centre in accordance with policy.

6. GENERAL

- 6.1 Manage a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- 6.2 Manage the development of relationships with key stakeholders, including relevant agencies and services;
- 6.3 Manage accessibility, ensure key staff are available during business and outside business hours in order to address or resolve any issues and/or emergency situations;
- 6.4 Multi-Storey conditions apply to this Centre, ensure additional compliance requirements are met in accordance with the Fire, Evacuation and Emergency Response Policy and Manual;
- 6.5 Manage and implement best practice risk management strategies, emergency preparedness and response procedures applicable to the Centre ensuring compatibility and compliance to the SCUH systems;
- 6.6 Manage security arrangements, vigilantly protecting the safety of children, families, staff, plant and equipment.



Safeguarding Children

1. 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

- 1.1 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;
- 1.2 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;
- 1.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 1.4 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;
- 1.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 1.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 1.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 1.8 Participate in safeguarding children and young people training as directed;

Non-Child-Facing Roles

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

General

2 GENERAL REQUIREMENTS

- 2.1 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;
- 2.2 Comply with all Policies and procedures;
- 2.3 Continually monitor the cleanliness, safety, security and presentation of the Centre in conjunction with all other staff;
- 2.4 Provide assistance in the implementation of a quality Early Education Program;
- 2.5 Maintain confidentiality of all YMCA information, records and files;
- 2.6 Complete the YMCA Induction and other required training as required by organisational policy and procedures;
- 2.7 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 2.8 Any other duties as determined by the Chief Executive Officer as required.

Health and Safety

3 WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 3.1 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;
- 3.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 3.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 3.4 Report all hazards, near-misses, incidents and injuries in accordance with organisation policy and procedures;
- 3.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 3.6 Properly use equipment, including any relevant safety equipment or devices;
- 3.7 Participate in discussions and consultation on the management and resolution of WHS risks;



- 3.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 3.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 3.10 Make suggestions for improvements to health and safety practices within the workplace;
- 3.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 3.12 Comply with any reasonable instruction that is given by the YMCA for ensuring health and safety.

Key Physical Requirements

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

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

Position Requirements / Selection Criteria

- 1. Bachelor of Teaching (Early Childhood Education), Diploma of Children’s Services or Advance Diploma of Children’s Service or other relevant qualifications and extensive experience in an early childhood setting;
- 2. Comprehensive working knowledge of the Early Years Learning Framework, Queensland Kindergarten Curriculum Guidelines, National Quality Framework and The Education and Care Services National Regulation;
- 3. Experience in the Assessment and Rating process;
- 4. Sound knowledge of the Childcare Subsidy Scheme;
- 5. High level of computer literacy, including working knowledge of QikKids software;
- 6. Knowledge on the Child Safety Standards and Child Protection and Mandatory Reporting legislation;
- 7. Demonstrated experience in operational, financial and staff management;
- 8. High level of written and verbal communication skills including proven ability to write reports and communicate effectively with diverse groups;
- 9. Demonstrated results orientation, sound judgement and problem solving ability;
- 10. Current First Aid, CPR, Anaphylaxis and Asthma Management Certificates;
- 11. Current Open Queensland Drivers Licence;
- 12. Willingness and available to work flexible hours as determined by business requirements;
- 13. Currently possess, or be willing to obtain, a Police Check Certificate and positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000 prior to commencement;
- 14. Achievement of YMCA’s Safeguarding Children Training Certificate and complete annual refresher training.

Approval

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

