

## YMCA POSITION DESCRIPTION – QUALITY AND COMPLIANCE SUPPORT COORDINATOR

Position Title	Quality and Compliance Support Coordinator		
Group	Childcare Services – Early Education Centres		
Modern Award:	Children’s Services Award 2010		
Classification Level:	Level 4A.1 – 4A.5 (Unqualified or Cert III only), Level 4.1 – 4.3 (Diploma qualified or above)		
Position Status	Permanent, Part-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:	Group Manager, Children’s Services or other person who may, from time to time, 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

The Quality and Compliance Support Coordinator is responsible for supporting the YMCA Children’s Services to achieve the delivery of high quality Early Childhood Education and Care Programs. This position will support and improve outcomes that work towards exceeding the National Quality Standards and compliance to the National Laws and Regulations that govern this sector. The position will take a lead role to develop, monitor and evaluate systems and processes, gather evidence of quality practice, and improve evidenced based practices that generate positive outcomes.

### Key Performance Indicators

1. Undertake Quality and Compliance audits of all Children’s Services, with a minimum requirement of at least twice yearly for all services and more frequently where improvement is required;
2. Maintain a high level of currency of the Early Childhood Education and Care Curriculum, legislative and industry based change to inform policy, procedures and audit processes;
3. Proactively promote, educate and support workplace compliance with legislation, regulations, licensing requirements, policies and procedures;
4. Contribute to the identification and development of policies and procedures that lead to improved practices in meeting compliance obligations;
5. Contribute to improved Assessment and Ratings outcomes through the delivery of a quality training and development program for Educational Leaders.

### Duties and Responsibilities

1. Undertake reviews of services against the NQS to identify compliance issues, strengths and weakness to inform service Quality Improvement Plans;
2. Undertake reviews of compliance against other mandatory legislation and regulations, including the Family Assistance Law;
3. Undertake regular audits of assigned areas;
4. Support compliance with the National Licensing Requirements by ensuring relevant changes to legislation, regulation, guidelines and industry standards are communicated and implemented;
5. In collaboration with management areas, develop and distribute resources that improve the consistency and quality of practice across sites, including the ongoing development of auditing systems;
6. Develop and monitor a site visitation plan that ensures a minimum of two (2) comprehensive audits across all assigned sites per year;
7. Implement an audit of service QIP’s selecting 5 services a month and providing feedback to the service, include findings in monthly report;

8. Identify potential non-compliance and breach issues, recommending strategies for improvement; support management in implementing recommendations and actions for continuous improvement;
9. Coach, develop and provide advice to Establishment Managers and Educational Leaders to improve knowledge and implement the necessary changes to continuously improve quality of program and compliance;
10. In partnership with the Children's Service Leadership Team develop an Educational Leader quality framework including curriculum development and training, implementation and review to support quality, consistency, training and development needs;
11. Review and evaluate compliance with policies and procedures and identify required processes for improvement;
12. Provide monthly reports or as required to the Children's Services Group Manger
13. Maintain a strong knowledge of the Education and Care Services National Law and Regulations;
14. Be familiar with the latest Childcare Management System and Families package;
15. Participate in relevant industry, sector and network meetings to promote the YMCA;
16. Be a role model for the mission, values and vision of the YMCA of Brisbane;
17. Engage in self-assessment and participate in training and professional development activities, including but not limited to completing all compulsory training modules;
18. Attend professional development opportunities and meetings as appropriate or as directed.
19. Work in consultation with Group and Establishment Managers.

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

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

## Position Requirements / Selection Criteria

### Essential:

1. Demonstrated experience in compliance and quality assurance; including auditing and compliance monitoring in the planning and management of operational systems and processes focused on continuous improvement principles of mapping, analysing, improving and monitoring;
2. Demonstrated experience working in childrens services and knowledge of industry trends (5+ Years);
3. Tertiary qualification in Early Childhood Education and Care;
4. Demonstrated knowledge of review, compliance and continuous improvement processes;
5. Demonstrated experience in developing, implementing and maintaining a quality framework and systems;
6. Comprehensive knowledge and understanding of relevant Compliance and Regulatory Frameworks including, but not limited to, the National Quality Framework;
7. Be committed to child safety and a demonstrated comprehensive understanding of the risks associated with delivering child related services, the development of risk assessments and the ability to identify opportunities to minimize risk;
8. Excellent written and verbal communication skills including experience in writing reports and proposals, developing policies, procedures and other regulatory documentation;
9. Effective time management, prioritization and problem solving skills;
10. An ability to work independently and in a team environment, coupled with the ability to achieve effective collaboration with internal and external stakeholders;
11. Certification for First Aid, CPR, Asthma Management and Anaphylaxis Management;



12. 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 prior to commencement;
13. Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
14. Current Open Driver's Licence.

*Desirable:*

1. Experience in successful operation and management of an early learning or Outside School Hours Care (OSHC) service;
2. Qualifications or experience as a workplace trainer and assessor

**Approval**

Date Position Description Revised:	February 2020
Position Description approved by:	Chief Executive Officer
Date of Approval:	

