



## YMCA NSW

### Position Description

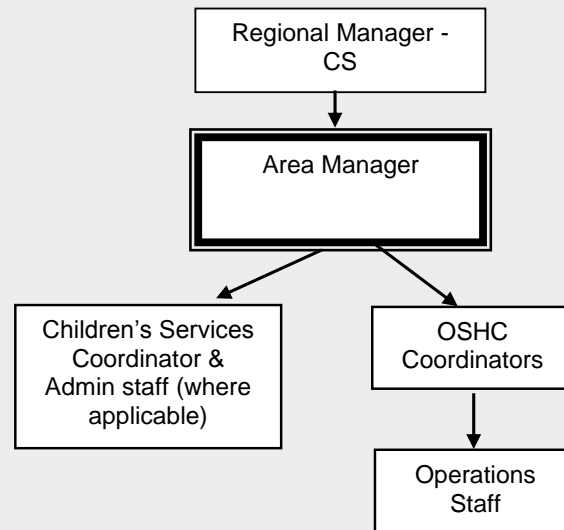
<b>Job Title:</b>	<b>Area Manager</b>
<b>Reporting To:</b>	<b>Regional Manager – Children’s Services</b>
<b>Responsible for:</b>	Leading a team of children’s services staff in providing quality and compliant programs for children and families.
<b>YMCA Vision:</b>	<i>Healthier, happier and connected communities</i>
<b>YMCA Purpose:</b>	We provide pathways for healthy living, children and young people to be empowered and supported to reach their potential, and access and participation.
<b>YMCA Core Values:</b>	Honesty Respect Caring Responsibility Safety
<b>Statement of Commitment to Safeguarding:</b>	<p>YMCA NSW, including its Board of Directors, commits to creating and maintaining an environment that ensures all people involved in YMCA NSW activities, programs or services act in the best interests of children, young people and vulnerable adults, and take all reasonable steps to ensure their safety, welfare and wellbeing.</p> <p>There is a requirement for all YMCA NSW employees, volunteers (including its Board of Directors), student placements, consultants and contractors, affiliated associations, clients, parents, guardians, families and others associated with the YMCA NSW to understand the important responsibility they have to:</p> <ul style="list-style-type: none"> <li>• Protect children, young people and vulnerable adults from all forms of abuse, bullying and exploitation by our people;</li> <li>• Be alert to incidents of abuse and neglect occurring outside the scope of our operations and services that may have an impact on the children, young people and vulnerable adults to whom we provide a service; and</li> <li>• Create and maintain a safe culture that is understood, endorsed and put into action by all the individuals who work for, volunteer or access our programs and services</li> </ul> <p style="text-align: center;"><b><i>“If you see something, say something”</i></b></p>
<b>Position Purpose:</b>	In line with the YMCA NSW policies and procedures, and OSHC regulations the Area Manager is responsible for driving business and programs within the operating budget, contract compliance requirements and ACECQA regulations.



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<b>Key Challenges:</b>	<ul style="list-style-type: none"> <li>• Drive performance related to quality</li> <li>• Ensure compliance with regulations, and requirements and policies and procedures</li> <li>• Manage a multifaceted workforce and number of locations, ensuring the sufficient &amp; sustainable use of staff</li> <li>• Effectively identify and manage risks</li> <li>• Partner effectively with other YMCA NSW Services</li> <li>• Build, maintain and leverage external relationships</li> </ul>
<b>Key Result Areas:</b>	<ul style="list-style-type: none"> <li>• Program Risk and Compliance and Quality (regulations, licensing, contract, quality assurance)</li> <li>• Financial Management</li> <li>• Business Planning and Delivery</li> <li>• Stakeholder Engagement and Marketing</li> <li>• Compliance &amp; Risk Management</li> <li>• People Management &amp; Performance</li> </ul>

**A. ORGANISATION CHART**





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#### B. JOB REQUIREMENTS (What are the key activities for the role?)

<b>Key Result Area 1</b>	Program Risk, Compliance and Quality (Regulations, License, Quality Assurance)	
<b>Key Tasks:</b>		<b>Job holder is successful when:</b>
<ul style="list-style-type: none"> <li>Promote the safety, welfare and well-being of children.</li> <li>Demonstrate and drive a thorough understanding and compliance with all Industry Regulations, Work Health and Safety (WHS) requirements and YMCA NSW Policies and Procedures.</li> <li>Understand and ensure compliance with the License Agreement between the YMCA and School/Department of Education and Communities (DET).</li> <li>Implement strategies to ensure total quality management and guaranteed high levels of service.</li> <li>Drive the implementation of a best practice approach to service delivery.</li> <li>Maintain organisation systems within in the area.</li> <li>Identify emerging and key risks.</li> </ul>		<ul style="list-style-type: none"> <li>Nil reportable conduct incidents to Ombudsman.</li> <li>Nil breaches with Industry regulations.</li> <li>All services achieve an ACECQA rating of 'Meets' or 'Exceeds' the NQF.</li> <li>Licensing agreement terms are met and exceeded.</li> <li>WHS plans are in place at all centres/sites.</li> <li>All centre/site injuries and incidents are reported to WHS team within 24 hours.</li> <li>Quality Improvement Plans are in place and evaluated.</li> <li>Declining substantiated complaints and concerns from parents, DEC and other stakeholders.</li> <li>Reporting is accurate and on time.</li> <li>Unprompted positive feedback from stakeholders related to quality service delivery and child outcomes is received.</li> <li>Proactive steps are documented to respond to and minimise emerging risks.</li> </ul>
<b>Key Responsibility Area 2</b>	Financial Management	
<b>Key Tasks:</b>		<b>Job holder is successful when:</b>
<ul style="list-style-type: none"> <li>Contribute to the annual budget setting process</li> <li>Monitor all results of income, expenditure and net performance on a monthly and year to date basis and take immediate action to address anomalies</li> <li>Prepare and implement an annual performance budget for each service within the Region with realistic projections for financial results</li> </ul>		<ul style="list-style-type: none"> <li>Financial targets are achieved or exceeded</li> <li>P&amp;Ls are managed effectively, in partnership with the OSHC Co-ordinator</li> <li>Opportunities for income increase and expenditure decrease are realised.</li> </ul>



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<ul style="list-style-type: none"> <li>Identify and explore financial growth opportunities to improve income</li> <li>On a monthly basis, monitor and analyse budget to highlight budgetary overspends and issues</li> </ul>	<ul style="list-style-type: none"> <li>Accurate analysis of the budget is conducted regularly and remedial action is implemented if required</li> <li>Reports, comments and actions for any rectifications on variances to budget detailed monthly and acted upon</li> <li>The income within the area grows by 5-10% per annum</li> </ul>
<b>Key Responsibility Area 3</b>	Business Planning and Delivery
<b>Key Tasks:</b>	<b>Job holder is successful when:</b>
<ul style="list-style-type: none"> <li>Contribute to and develop both long term and short term plans for the successful operation of the Services within the area (including curriculum development and stakeholder relationship management).</li> <li>The three Pillars of the YMCA strategic Plan are reflected in the Business Plans and approach to service delivery.</li> <li>Drive innovative practices and solutions.</li> <li>Source funding opportunities to assist in the support of children and family services.</li> <li>In partnership with the Regional Manager, develop and present an annual Business Plan in line with YMCA NSW requirements, involving all key stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>Business plan outcomes are successfully actioned and reported as achieved in quarterly reporting template.</li> <li>Stakeholder feedback is reflective of the YMCA NSW values.</li> <li>All coordinators are clear about the plans and actions that they must take to support the achievement of outcomes.</li> <li>Funding opportunities are successfully accessed.</li> </ul>
<b>Key Responsibility Area 4</b>	Stakeholder Engagement and Marketing
<b>Key Tasks:</b>	<b>Job holder is successful when:</b>
<ul style="list-style-type: none"> <li>Partner with Marketing to ensure relevant and community-niche marketing is undertaken within the area to promote Community and Children's programs utilizing a diverse range of marketing practices and strategies.</li> <li>Market research strategies developed and implemented in alignment with both local and industry marketing trends.</li> <li>Engage with schools to understand their long term and short term strategic</li> </ul>	<ul style="list-style-type: none"> <li>Marketing campaigns are successful in increasing revenue and utilisation</li> <li>Children's programs and services offered are best practice and competitive with industry and marketing trends</li> <li>Successful partnerships are created and community</li> </ul>



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<p>plan.</p> <ul style="list-style-type: none"> <li>• Monitor and report on marketing strategies and initiatives</li> <li>• Access and encourage links with a range of local school, community services and support mechanisms to understand community need and set and deliver expectations</li> <li>• Enhance the YMCA profile and positive reputation within the local community</li> <li>• Attend school council, P&amp;C meetings, fairs and other activities as required</li> </ul>	<p>needs met</p> <ul style="list-style-type: none"> <li>• Alignment of YMCA Strategic Plan to local community need</li> <li>• Active participation in local school and community committees and forums</li> <li>• New opportunities are identified and responded to</li> </ul>
<p><b>Key Result Area 4</b></p>	<p>Compliance &amp; Risk Management</p>
<p><b>Key Tasks:</b></p> <ul style="list-style-type: none"> <li>• Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors</li> <li>• Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety</li> <li>• Ensure compliance with respect to risk management requirements and YMCA NSW policy and procedures including but not limited to:             <ul style="list-style-type: none"> <li>○ Critical Incident Policy</li> <li>○ Incident reporting</li> <li>○ Hazard management/hierarchy</li> <li>○ Essential Qualification policy</li> <li>○ Safeguarding Policies</li> </ul> </li> </ul>	<p><b>Job holder is successful when:</b></p> <ul style="list-style-type: none"> <li>• Acquire and keep up to date knowledge of work health and safety matters</li> <li>• Follows procedures to assist YMCA NSW in reducing illness and injury including early reporting of incidents/illness and injuries</li> <li>• Complies with legislative and organisational requirements relating to their position</li> <li>• Identifies &amp; reports potential issues of breach of policy in relation to: Child Protection, Privacy and Safety</li> </ul>
<p><b>Key Result Area 5</b></p>	<p>People Management and Performance</p>
<p><b>Key Tasks:</b></p> <ul style="list-style-type: none"> <li>• Provide staff supervision, motivation and support including regular meetings and dissemination of information from management and other parts of the organisation.</li> <li>• Performance evaluations and feedback is provided with coaching, encouragement and counselling as required.</li> </ul>	<p><b>Job holder is successful when:</b></p> <ul style="list-style-type: none"> <li>• Area Manager profile is established and maintained through regular centre/site visits</li> <li>• 100% of permanent staff participate in the Performance Development Process</li> <li>• Staff perform their roles in a motivated and effective way,</li> </ul>



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<ul style="list-style-type: none"> <li>• Staff training and development needs are identified and implemented</li> <li>• All staff grievances are resolved, in conjunction with internal support functions as required, in accordance with YMCA NSW policies and procedures.</li> <li>• Recruitment and selection of new and replacement staff is conducted in accordance with YMCA Policy and procedures.</li> <li>• Induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures.</li> <li>• Support coordinators to build a stable workforce with optimum mix of permanent and casual employees</li> </ul>	<p>in keeping with the formal processes and procedures of YMCA NSW</p> <ul style="list-style-type: none"> <li>• Staff receive training and development to improve their performance</li> <li>• Grievances and employee issues are responded to in line with YMCA NSW policy and procedure.</li> <li>• Appropriately skilled and motivated staff are selected and inducted in a thorough, motivating and timely fashion</li> <li>• Centre workforce costs are managed effectively and within budget</li> </ul>
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### C. PURPOSE AND VALUES REQUIREMENTS

Core Area of Responsibility	You are required to:
<b>Key Tasks</b>	
<ul style="list-style-type: none"> <li>• Actively support YMCA NSW’s purpose and values</li> <li>• Operate in line with YMCA NSW Standards of Conduct, policies and procedures</li> <li>• Ensure the health, safety and welfare of self and others</li> <li>• Follow reasonable directions given by the organisation in relation to Work Health and Safety</li> <li>• Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behavior at all times</li> <li>• Report any suspicions, concerns, allegations or disclosures of alleged abuse to management</li> <li>• Maintain valid Working with Children Check (NSW) or Working with Vulnerable People Check (ACT)</li> <li>• Undergo periodic criminal records checks and report to your manager any criminal charges or convictions recorded during the course of your employment/volunteering</li> </ul>	

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- Positively and constructively represent our organisation to external contacts at all opportunities.
- Maintain essential qualifications

#### D.RECRUITMENT INFORMATION (The essential knowledge, experience, skills and personal attributes required for the job)

##### Competencies

- Positive leadership skills
- Financial acumen
- People and service management skills
- Internal and External Stakeholder Relationship Management
- Technical Expertise
- Coaching and mentoring skills
- Understanding of Children's developmental needs and family support mechanisms
- Organisational Awareness
- Values Alignment
- Results Orientation
- Communication and Influence

##### Work Environment

- This position is required to perform physical duties and undertake repetitive manual tasks, hence a reasonable level of fitness and good manual handling techniques are inherent requirements of this position. **See Appendix 1**

##### Experience and Qualifications

- Diploma or Bachelor degree in relevant discipline or equivalent experience
- Significant industry knowledge and experience
- Demonstrated high level communication skills including written and verbal reporting
- Knowledge of Out of School Hours care and/or Children's Services Experience
- People Management
- Highly developed observation and reporting skills
- Ability to oversee planning, development, implementation and evaluation of developmentally appropriate programs reflecting the multi-cultural and social nature of the community



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**Competencies**

- First Aid and CPR qualifications
- Driver's licence
- National Police Clearance and a valid and cleared NSW Working with Children Check

**E.APPROVAL**

<b>Manager's Name:</b>		<b>Manager's Signature:</b>		<b>Date:</b>	
<b>Employee Name:</b>		<b>Employee Signature:</b>		<b>Date:</b>	





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#### Appendix 1 – Office Worker/Support Services Physical Inherent Requirements

#### Overall Physical Demand Rating of an Office Worker/Support Services: Sedentary Work

##### Physical Demand Rating Key:

**Level 1 Duties (Sedentary):** “Exerting up to 10 pounds (4.5 kg) of force occasionally or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief period of time. Jobs are Sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.”

**Level 2 Duties (Light Work):** “Exerting up to 20 pounds (9kg) of force occasionally, or up to 10 pounds (4.5kg) of force frequently, or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job should be rated Light Work:

1. When it requires walking or standing to a significant degree: or
2. When it requires sitting most of the time but entails pushing or pulling of arm or leg controls; or
3. When the job requires working at production rate pace entailing the constant pushing or pulling of materials even though the weight of those materials is negligible”.

**Level 3 Duties (Medium Work):** “Exerting 20 (9kg) to 50 pounds (23kg) of force occasionally, or 10 (4.5kg) to 25 pounds (11kg) of force frequently, or greater than negligible up to 10 pounds (4.5kg) of force constantly to move objects. Physical demand requirements are in excess of those for Light work.”

**Level 4 Duties (Heavy Work):** “Exerting 50 to 100 pounds (23 – 45kg) of force occasionally, or 25 to 50 pounds (11 – 23 kg) of force frequently, or 10 to 20 pounds (4.5 to 9kg) of force constantly to move objects. Physical demand requirements are in excess of those required for medium work.

**Level 5 Duties (Very Heavy Work):** “Exerting in excess 100 pounds (45 kg) of force occasionally, or in excess of 50 pounds (23 kg) of force frequently, or in excess of 20 pounds (9kg) of force constantly to move objects. Physical demand requirements are in excess of those for Heavy Work.”



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**Physical Demands: O = Occasional (0-33%); F=Frequent (34-66%); C=Constant (67-100%)**

Task	O	F	C	Comments
Sitting			✓	
Standing	✓			
Walking	✓			
Climbing stairs	✓ or N/A			
Lifting/carrying <20kg	✓			
Lifting/carrying >20kg	N/A			
Pushing/pulling	✓			
Trunk flexion	✓ or N/A			
Squatting/kneeling	✓ or N/A			
Overhead reaching	✓ or N/A			
Repetitive arm/wrist movements			✓	Use of keyboard and mouse
Gripping/handling	✓			
Exposure to challenging conversations and behaviours	✓			
Vocal ability and auditory sensation		✓		
Proper visual sensation		✓		
Other				