



We build strong **PEOPLE**  
strong **FAMILIES** strong **COMMUNITIES**

## YMCA SYDNEY

### POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Childcare (OSHC) Supervisor
<b>REPORTS TO:</b>	Children's Services Program Coordinator
<b>ORGANISATIONAL LEVEL:</b>	Centre Based
<b>LOCATION:</b>	Caringbah YMCA
<b>EMPLOYMENT STATUS:</b>	Part - Time

#### 1. Organisational Context

##### About the YMCA

The YMCA is Australia's premier community services organisation. The YMCA is a not for profit charity governed by a voluntary Board of Directors. Community based, we work collaboratively with government, other non-profit groups and partners to provide a range of programs and services to build strong people, strong families and strong communities.

##### Our Values

The YMCA's operations are governed by four key values:

- Honesty:* Honesty means integrity, trustworthiness, and fairness.  
*Respect:* Respect means acceptance, empathy, self respect, tolerance.  
*Caring:* Caring means compassion, forgiveness, generosity, and kindness.  
*Responsibility:* Responsibility means commitment, courage and service.

#### 2. Position Summary

The first and primary measure of the success as a Childcare Supervisor will be the overall quality of the management and administration of the operations of the OSHC Service. The Childcare Supervisor will ensure the OSHC service meets the individual and group needs of school age children aged 5 to 12 years.

You will ensure the service's philosophy, policies and procedures are implemented, and OSHC National Standards are met as minimum operational standards for the OSHC service. Furthermore, you will ensure that the service attains and maintains accreditation of OSHCQA principles and that all legal and statutory requirements are implemented.

Areas of responsibility include delivery of quality care, management and leadership of the staff, financial management and administration, planning and evaluation, marketing and liaison, reporting OH&S at centre level, completing reports and handing to Children's Services Program Coordinator.

You will arrive at work, in full YMCA uniform, looking presentable on a daily basis, at least 10 minutes prior to rostered shift.

Suggestions /comments from all stakeholders should be welcomed and acted upon. Consideration should also be given to effective forward planning for the future development of the service and its programs.



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### 3. Duties & Responsibilities

#### Delivery of quality Outside School Hours Care

The prime role of the Childcare Supervisor is to oversee the development, implementation and evaluation of the daily routines and programs ensuring that:

- The safety, security and well-being of the children is protected.
- The service attains and maintains OSHC Quality Assurance accreditation.
- Appropriate service policies and procedures are in place and followed.
- The program reflects the multi-cultural diversity of the community.
- Confidentiality is respected and maintained.
- Food of appropriate nutritional value and variety is provided and food preparation and storage and hygiene standards are observed.
- Purchasing and preparation of appropriate nutritional foods that meet the needs and healthcare requirements of the children.

#### Management and leadership of staff

- Induct staff and volunteers as delegated by the Children's Services Program Coordinator.
- Oversee success, smooth running and implementation of staff rosters daily.
- Ensure adequate child: staff ratios in accordance with the OSHC National Standards at all times.
- Supervise and provide leadership to staff.
- Assess work performance, training and development needs, working with staff to enhance their work performance and professional development.
- Expose in-service training needs for the direct centre team and self.
- Participate in performance management meetings where necessary.
- Attend regular staff meetings (twice per school term or as designated by the Children's Services Program Coordinator).
- Develop staff awareness of accountability requirements and legal liability regarding duty of care to children.
- Hold and facilitate formal and informal staff meetings at centre and attend regular supervisors and Vacation Care meetings.
- Ensure that adequate supervision and direction is provided for students on placement at the service and volunteers within the service.
- Ensure that all staff are actively involved in achieving, as a minimum, the satisfactory level in the OSHC Quality Assurance, with remuneration for their input into this process.
- Ensure that YMCA communication and reporting procedures are followed by all staff including use of communication book and daily folder.

#### Financial management and administration

- Ensure that daily forms and excursion logs are used and completed then filed in the Daily Folder (Vacation Care specific)
- Ensure that accurate and complete records of each child's enrolment, attendance, illness, accident reports, observations and any other records as required by the YMCA and authorities are kept and maintained.
- Supervise the daily functions of the service, including but not limited to
  - Liaison with appropriate school staff regarding the OSHC facilities and resources.
  - Ensuring for completion of daily signing registry's of staff, visitors and volunteers.
  - Purchase & Maintenance of materials and equipment.
  - Food purchasing and preparation.



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- o Provision of information to families about their children when requested or appropriate.
- o Bookings and cancellations.
- o Monitoring waiting lists.
- o Handling petty cash and cheques for Excursions + Incursions during Vacation Care and Before and After School care.
- o Issuing accounts to the families.
- o Monitoring expired accounts and collecting outstanding debts
- o Implementation of Child Care Management System (CCMS) requirements.
- o Maintenance of CCMS information (or assist administration)
- o Completing state and federal census forms, surveys and required Information (when required).
- o Preparation of funding submissions for relevant authorities when required.
- o Ensure that reports are tabled for the Children's Services Program Coordinator at each meeting.
- o Ensuring ISS signing registry's are completed and up to date and handed to the Program Coordinator at the end of the holidays/term.

### Planning and evaluation

- Undertake daily evaluation of the program
- Ensure that the service is operating and meeting the needs of families and the community, maintaining effective and positive relationships with all stakeholders.
- Monitor the implementation and outcomes of the service's policies and recommend changes as required, while keeping families informed of any changes to policies.
- Undertake risk management of programs and procedures in accordance with the YMCA's requirement to address legal/statutory requirements. (This is particularly relevant to vacation care excursions)

### Marketing and Liaison

- As required, support the YMCA to prepare, implement and monitor a marketing plan for the service
- Liaise with appropriate authorities and community networks providing parenting assistance and referral assistance (when required).
- Liaise with schools regarding the Kindergarten orientations and organising of enrolment packs. Present, meet and greet at school orientation assemblies.
- Ensure for the orientation of new families to the centre.
- Support the establishment and maintenance of effective communication with the school staff and the school community.
- Provide written reports on aspects of the day to day management of the service and present to Children's Services Coordinator Fortnightly.

### Occupational Health, Safety and Welfare

- Liaise with the YMCA to seek clarification about the site OHS&W policies and procedures and identify the party responsible for oversight of the OSHC work environment.
- Seek clarification of any specific OHS&W requirements that relate to OSHC.
- Ensure that staff, students and volunteers are aware of their responsibilities to take reasonable care to protect their own safety in the workplace and avoid adversely affecting the health, safety and welfare of any other person through any act or omission, neglect or misconduct at work.
- Ensure that accident and illness registers, reports and relevant Work Cover reports are maintained within the service and are handed to the Safety Officer immediately, or at the first available chance.



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Ensure the premises and facilities are hygienic and in good condition

- Ensure premises are kept secure.
- In conjunction with the Children's Services Program Coordinator develop and maintain an accurate inventory of equipment.
- Ensure that electrical, first aid and fire equipment is tested, maintained and replaced according to regulations.

### 4. Key Performance Indicators

- Ensure that the service attains and maintains accreditation of OSHCQA principles and that all legal and statutory requirements are implemented.
- Administration tasks are completed to an agreed standard and meet organisational timelines
- Ensure that a comfortable and supportive environment for children, families, staff is provided and strive for open communication and good relations within centres

### 5. Accountability

The position reports to, and is accountable to the Children's Services Program Coordinator.

### 6. Qualifications, Experience and Personal attributes

#### Essential

- Effective oral and written communication skills.
- Ability to interact with children in a positive, sensitive and respectful manner.
- Ability to work with individual children with particular needs.
- Highly developed observation and reporting skills.
- Ability to oversee planning, development, implementation and evaluation of developmentally appropriate programs for children reflecting the multi-cultural and social nature of the community.
- Recognition of the needs of children and the ability to nurture and support children new to the service.
- Ability to develop and implement positive behaviour management procedures.
- Ability to cope in an emergency or in a stressful situation
- Effective operational and human resource management skills providing professional guidance when required
- Ability to negotiate effectively with all service stakeholders
- Ability to liaise with relevant authorities and community groups
- Ability to research and write submissions for funding
- Computer literate
- Knowledge of local community
- Sound knowledge of children's development, from 5 – 12 years of age
- Knowledge of age appropriate recreational activities
- Knowledge of and commitment to, the principles of equal opportunity
- Knowledge of responsibilities of the process of mandatory reporting
- Sound knowledge of OSHC Quality Assurance
- Sound knowledge of adult learning principles
- Sound knowledge of current OSHC best work practices
- Sound knowledge of administrative functions of an OSHC service including software programs for administering childcare benefit (where applicable)
- Sound knowledge of OSHC National Standards compliance requirements and government regulations.



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### Experience and / or qualifications and / or training

- Diploma of Children's Services or equivalent qualification approved by licensing authorities, or possesses the skills and experience to carry out the duties at this level
- Experience working with groups of children from 5 – 12 years of age
- Current Senior First Aid Certificate and CPR Qualifications
- Strong customer service skills and experience in responding to and anticipating customer needs.
- Commitment to Equal Employment Opportunity (EEO) and Occupational Health and Safety (OH&S) principles and practices
- Current 1<sup>st</sup> aid and CPR training

### Desired

- Qualifications in Administrative Management
- Computer Experience
- Customer Service Experience
- Anaphylaxis Training and Epi Pen experience.
- Asthma Management training
- Food Handling & Hygienic practices training.
- Child Protection training.

### **7. Personal attributes**

- Effective leadership, interpersonal and supervisory skills.
- Ability to assist families in a sensitive supportive and professional manner.
- Effective time management skills
- Proven capacity to work cooperatively in a team, using initiative and personal skills to enhance team work.
- Ability to respond to change with positive attitude to ongoing learning and development.

### **8. Conditions of Employment**

- This position is in accordance with the terms and conditions of the Children's Services Modern Award 2010.
- The successful applicant may be required to complete a Police Records Check.
- The successful applicant will be required to complete a Working with Children Check.
- The position has a 12 week probationary period.
- Availability to work a 5 day week plus flexible/extended hours as required to meet the demands of the position.

Signed and Accepted by:

Date: 08/11/10

Employee: JOHN LORD Signature: [Signature]

Manager: Brendan Owens Signature: [Signature]