

# YMCA POSITION DESCRIPTION – OSHC COORDINATOR

|                             |                                                                                                         |                   |                    |
|-----------------------------|---------------------------------------------------------------------------------------------------------|-------------------|--------------------|
| Position Title              | OSHC Coordinator                                                                                        |                   |                    |
| Group                       | Children's Services: Outside School Hours Care (OSHC)                                                   |                   |                    |
| Modern Award / Agreement    | Children's Services Award 2010                                                                          |                   |                    |
| Classification Level        | Level 7 – Level 8                                                                                       |                   |                    |
| Position Status             | Permanent, 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)                                      |                   |                    |
| Reports to                  | Area Operations Manager, OSHC Service Director                                                          |                   |                    |
| Supervises                  | Assistant Coordinator, Educators, Educational Leader, Practical Placement Students, other (as required) |                   |                    |

## Industry Sector

The YMCA operates several OSHC services that provide before and after school care for children as well as school holiday programs. Our approach to OSHC is to provide a high quality, inclusive environment that gives children and young people the opportunity to learn, play, develop life skills and build lasting friendships in a safe, supported and friendly environment. Our programs and activities are aligned with the YMCA mission, to provide opportunities for all people to grow in body, mind and spirit.

## Position Summary

This position is responsible for managing the day-to-day operational aspects of the service including the provision of high quality childcare, management of budgets, supervision of staff, liaison with parents and other key stakeholders as well as ensuring compliance with Licensing and Accreditation Standards. The Coordinator also has an organisational development role, which includes a responsibility to support teams and individuals in resolving problems and issues when they arise.

### Key Performance Indicators:

1. The efficient and compliant running of the service's Before, After and Vacation Care School Care programs;
2. Create a high quality care environment with an emphasis on inclusion;
3. High level of customer service and satisfaction;
4. Operating within the budgetary requirements of the program;
5. Effective staff management;
6. Demonstrated ability to implement work health and safety practices and emergency procedures when required;
7. Ownership and responsibility for own work;
8. Promote and support the shared values of the YMCA of Brisbane.

## Duties and Responsibilities

### 1. QUALITY EDUCATIONAL PROGRAM DELIVERY

- 1.1 Be the Nominated Supervisor, (who must be a Certified Supervisor) responsible for the day-to-day operation of the OSHC service;
- 1.2 Ensure the safe supervision of children with regards to the duty of care;
- 1.3 Be the Educational Leader responsible to lead the development and implementation of a stimulating and diverse daily educational program in the service, providing positive experiences and interactions for all children attending;
- 1.4 Undertake accurate recording of all relevant observations of the children to support future program planning;
- 1.5 Work in conjunction with KU Inclusion Agency and IS coordinator to develop an active Strategic Inclusion Plan (SIP);
- 1.6 Support inclusive practices to include children with additional needs alongside their peers;



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- 1.7 Work with each individual child/young person with consideration of his/her cultural background and respect the beliefs of the parents/family;
- 1.8 Be responsible for the planning, preparation, implementation and evaluation of a variety program of activities catering for the specified age group that meet requirements according to the National Quality Framework;
- 1.9 Be responsible for the implementation and compliance of the Education and Care Services National Law Act and National Regulations;
- 1.10 Provide age appropriate materials and activities that allow for children to make choices and connections;
- 1.11 In liaison with the Area Coordinator, evaluate the effectiveness of the programs being offered;
- 1.12 Administer first aid and medication, when required and fulfilling all associated legislative requirements;
- 1.13 Ensure correct recording of behavioural problems and all accidents and incidents;
- 1.14 Ensure standards of behaviour amongst children and staff are known and adhered to at all times;
- 1.15 Ensure strict hygiene and sun protection practices are adhered to at all times;
- 1.16 Prepare, or appoint a staff member to prepare, breakfast, morning / afternoon tea in accordance with health and hygiene guidelines;
- 1.17 Place, or appoint a staff member to place orders for food items in accordance with planned menu for service and service budget;
- 1.18 Keep abreast of information in the Child Care Services Handbook.

## **2. POSITIVE RELATIONSHIPS WITH CHILDREN, FAMILIES, STAFF AND COMMUNITIES**

- 2.1 Engage in warm, responsive, positive interactions with the children and their caretakers, supporting their learning and development;
- 2.2 Demonstrate effective partnerships with families through open and regular communication;
- 2.3 Regularly share with families their child's involvement in activities;
- 2.4 Regularly inform families as to their entitlements, commitments and obligations;
- 2.5 Provide quality customer service to families and the community;
- 2.6 Effective liaison with the school where the program operates;
- 2.7 Ensure enrolment information is accurately and completely entered into the service database;
- 2.8 Follow up with families to obtain correct enrolment information so families can be formally enrolled for CCSS;
- 2.9 Ensure families pay fees and send reminder notices to families with outstanding fees in accordance with the relevant policy;
- 2.10 Compile family enrolment packs ensuring there is always a supply available;
- 2.11 Advise families of procedures for applying for Child Care Benefit;
- 2.12 Encourage families to contact FAO as soon as possible to discuss CCSS eligibility.

## **3. SERVICE MANAGEMENT AND SERVICE ADMINISTRATION**

- 3.1 Plan and order any equipment purchases that may be necessary for the delivery of the program, in conjunction with the relevant Area Coordinator and OSHC Manager;
- 3.2 Track craft, stationery, sporting equipment, electrical goods and paper work requirements according to legislative requirements and place orders according to order timetable with consideration given to service budget;
- 3.3 Provide reports on attendances and other agreed service performance objectives as well as recommendations for future programs and initiatives to the Area Coordinator and OSHC Manager;
- 3.4 Responsible for Account Management and monitoring Fee payments using the Child Care Information System;
- 3.5 Prepare receipts and ensure petty cash is spent and acquitted in accordance with petty cash policy;
- 3.6 Maintain accurate and complete records of monies spent;
- 3.7 Ensure all administrative and office duties are completed on time;
- 3.8 Monitor and maintain correct staff/child ratio and required qualification requirements at all times;
- 3.9 Prepare a marketing plan on a yearly basis and actively market the service;
- 3.10 Demonstrate knowledge of safe food handling, ensure strict hygiene and sun safety practices are adhered to at all times;
- 3.11 Maintain accurate medical and attendance records to ensure timely reporting and effective emergency response;
- 3.12 Implement control measures as per Risk Register for activities, incursions and excursions;
- 3.13 Maintain cleanliness and presentation of the service;
- 3.14 Be aware of duty of care responsibilities and the safety of all children in the services care, including people authorised to collect children;
- 3.15 Ensure staff files are kept up to date at the service and the OSHC Administration Office with certified copies of Blue cards, First Aid, CPR and qualifications of all staff that are on rosters.



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## 4. STAFF MANAGEMENT

- 4.1 Manage the optimal allocation of hours and rosters, oversee all staff hours, and publish in accordance with the industry award and YMCA procedures;
- 4.2 Authorise rosters and timesheets on a daily basis;
- 4.3 Manage rosters to ensure no overtime is accrued or authorised unnecessarily;
- 4.4 Manage and oversee the induction process for new employees, undertake staff appraisals annually and in accordance with YMCA HR policies and procedures;
- 4.5 Provide professional support, mentoring and on the job training as required, in consultation with the Area Coordinator and/or Human Resources, keep detailed notes and records of underperforming staff;
- 4.6 Ensure that employees within the area of operations understand and maintain the quality system and ensure that procedures and instructions are complied with;
- 4.7 Oversee and guide staff interaction with children;
- 4.8 Maintain currency of all qualifications necessary to fulfil the requirements of the position;
- 4.9 Develop and maintain effective teamwork relationships with all team members, students and visiting personnel;
- 4.10 Maintain open and effective communication with all team members, students and visiting personnel;
- 4.11 Actively provide professional development and induction for staff through approved staff meetings and relevant training opportunities;
- 4.12 Guide and support Assistant Coordinator, Educators, students on field placement and other personnel in best practices (as required).

## 5. CONTRIBUTION TO THE SERVICE

- 5.1 Adhere to the National Quality Framework, relevant education standards and principles;
- 5.2 Assist the service to ensure the completion of any collection of data or other records required in a timely manner and in accordance with relevant policies and procedures and the NQS;
- 5.3 Engage in reflective practice and participate in training and development activities, including but not limited to completing all compulsory training modules from the nominated service provider;
- 5.4 Attend professional development opportunities and meetings as appropriate or as directed;
- 5.5 Record attendance and ensure clock in and out of every shift via Time and Attendance system;
- 5.6 Have knowledge of the latest Childcare Management System and Families package;
- 5.7 You may be required to work at different YMCA OSHC sites.

## Safeguarding Children

## 6. 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

- 6.1 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;
- 6.2 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;
- 6.3 Adhere to all policies and procedures relating to safeguarding children and young people and the Safeguarding code of conduct;
- 6.4 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;
- 6.5 Complete a Working with Children Check (Blue Card) prior to commencement and maintain currency throughout employment;
- 6.6 Complete a National and/or International Police Check prior to employment and at the discretion of the YMCA;
- 6.7 Report any suspicions, concerns, allegations or disclosures of alleged child abuse/ neglect in line with procedures;
- 6.8 Participate in safeguarding children and young people training as directed;

### Non-Child-Facing Roles

- 6.9 Participate in safeguarding children and young people training as directed
- 6.10 Use standardised methods for receiving and responding to feedback and complaints from children, young people and their families;
- 6.11 Any new program initiatives are to include consultation with children and young people, using standardised practices and resources;
- 6.12 Maintain a working knowledge of policies and procedures relating to safeguarding children and young people;



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- 6.13 Attend any other training legally mandated by your role in relation to safeguarding children and young people;
- 6.14 Actively promote cultural safety for children and young people from CALD, ATSI, LGBTQIA+ communities and those with disabilities.

## General

### 7. GENERAL REQUIREMENTS

- 7.1 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;
- 7.2 Comply with all Policies and procedures
- 7.3 Maintain confidentiality of all YMCA information, records and files;
- 7.4 Complete the YMCA Induction and other required training as required by organisational policy and procedures;
- 7.5 Uphold, promote and comply with the policies, mission and values of the YMCA;
- 7.6 Any other duties as determined by the Chief Executive Officer as required.

## Health and Safety

### 8. WHS RESPONSIBILITIES FOR ALL EMPLOYEES / VOLUNTEERS

- 8.1 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;
- 8.2 Be familiar with the YMCA WHS Policy and other health and safety policies, procedures and requirements;
- 8.3 Accept responsibility and accountability for compliance and cooperation with all WHS policies, procedures and practices established by the YMCA;
- 8.4 Report all hazards, near-misses, incidents and injuries in accordance with organisation policy and procedures;
- 8.5 Wear appropriate clothing, footwear and protective equipment for the work performed and work environment;
- 8.6 Properly use equipment, including any relevant safety equipment or devices;
- 8.7 Participate in discussions and consultation on the management and resolution of WHS risks;
- 8.8 Accurately complete all required WHS documentation relevant to position and work activities being undertaken
- 8.9 Continually monitor the workplace for hazards so as to minimize the risk to both customers and staff;
- 8.10 Make suggestions for improvements to health and safety practices within the workplace;
- 8.11 Take reasonable care for your own health and safety and that acts or omissions do not adversely affect the health and safety of others;
- 8.12 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. Interacting with children, facilitating activities – Frequent
- 4. Squatting/ bending/kneeling – Frequent
- 5. Working outdoors – Frequent
- 6. Fine motor skills (keying, typing) – Frequent
- 7. Gross motor skills (setting up, packing up) – Occasional
- 8. Lifting/carrying up to 10kg – Occasional

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



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## Position Requirements / Selection Criteria

1. A tertiary qualification in Community, Child Care, Teaching, Disability or equivalent or Certificate 3 in Children's Services and/or relevant experience and/or working towards a suitable qualification;
2. Demonstrated extensive experience in the coordination and delivery of high quality children's services;
3. Current Mandatory National Child Safety Training Certificate, completed through the Australian Government's GECKO learning platform;
4. Demonstrated understanding of contemporary child care and early learning practices and issues, including Licensing and Accreditation Standards;
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. High level interpersonal, written and verbal communication skills;
8. Computer competency in utilising child care management software and MS Office;
9. 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;
10. Employees engaged from 1 July 2019 must be willing to provide a satisfactory National Criminal History Check;
11. Applicants who have worked overseas in the ten years prior to commencement with the YMCA must provide an International Criminal History check;
12. Current certification for First Aid, CPR, Asthma Management and Anaphylaxis Management

## Approval

|                                    |                         |
|------------------------------------|-------------------------|
| Date Position Description Revised: | 28/05/2026              |
| Position Description approved by:  | Chief Executive Officer |
| Date of Approval:                  | 28/05/2026              |

