

POSITION TITLE:	OSHC Coordinator
FTE:	Part-Time (33.5 hours per week)
Classification:	Band: 5A.1-5.4 CS
Division:	Community Services
Program:	Outside School Hours Care
Location:	Pakenham with the requirement to work onsite at OSHC services when required. Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham. Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
Tenure:	Ongoing
Date:	December 2025

1. About Windermere

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations.

We believe that everyone is someone in our community and we deliver services through critical partnerships with governments in the areas of:

1. **Family Wellbeing** to help families achieve safety and stability
2. **Disability Support** to enable people of all abilities to participate in their communities
3. **Development & Early Childhood Education** to help children reach their full potential
4. **Victims Assistance** to support victims of trauma, assault and/or violent crime
5. **Community Strengthening** to respond quickly to emergencies, disasters and emergent needs.

2. Our Purpose, Vision and Values

Our Purpose: We get in early to make a difference in the lives of individuals, families and communities.

Our Vision: A stronger, connected and supported community.

Our Promise: Our many services working together with you for a better life.

3. Our Commitment to our Employees

At Windermere, we live our values and care about:

- Our consumers and our people, offering the support and flexibility we all need to thrive
- Creating inclusive environments that celebrate diversity and affirm authenticity
- Supporting career development and nurturing potential



4. Key result areas, responsibilities and performance measures

Key Result Areas		Responsibilities	Performance
OSHC Workforce Mentoring & Leadership	<ul style="list-style-type: none"> • Contribute to the recruitment and onboarding of new staff • Drive onboarding procedure of educators ensure all relevant compliance met prior to commencement • Maintenance of OSHC staff handbook • Provide supervision to permanent OSHC Lead Educators and Assistant Educators • In collaboration with the Leadership Team, complete rostering for OSHC services • Lead monthly staff OSHC Meetings • Mentor and support Lead and Assistant educators to ensure adequate; • Supervision of children, running of activities, cleaning and food preparation • A rich play environment consistent with the Framework for School Age Care – My Time Our Place 	<ul style="list-style-type: none"> • Recruited and onboarded in a timely manner for service provision of OSHC Services • Staff records completed during onboarding at school sites and are maintained, accurate and up to date • Develop and maintain register of Casual staff through the year • LEAD Supervision Schedules are completed and feedback positive about their understanding of their role. • OSHC staff understand all role regulatory requirements out during the course of their work • OSHC Lead and Assistants understand their role in implementation of the Approved Learning Framework • Ratios adhered to at all times. • Roster provided to staff 2 weeks in advance and communicated. • Staff meeting conducted termly once a month and agenda provided to the team in a timely manner • Staff able to use handbook for information to successfully perform their role • Staff feedback - trained and supported • Food and resources are adequate and consistent with Educator understanding on ordering process and accounts. 	

	<ul style="list-style-type: none"> • A warm, caring environment for all children attending the service • A collaborative, caring environment and a sense of community for the children • Behavior guidance methods • Provide short ratio coverage ad hoc as staff are absent • Ensure Lead Educators supported to maintain resources & food in line with budget • In collaboration with the OSHC leadership team support implementation of Inclusion Support Services when needed and guide educators through the process 	<ul style="list-style-type: none"> • Inclusion support accessed when needed
Stakeholder Relationship Management & Marketing	<ul style="list-style-type: none"> • Develop Newsletters for each service for parent and school community updates • Conduct Termly surveys for all schools • Termly contact with all principals / business managers in consultation with Manager ECECS and/or Senior Coordinator • Escalate any business manager/principal concerns to Manager ECECS • Develop Schedule of Events for each school and ensure attendance organized. Includes school events, orientation days and assembly • Support Manager ECECS with the development of OSHC EOI collateral 	<ul style="list-style-type: none"> • Monthly newsletters available to families and • Changes to service provision and programs feedback • Timely escalation of complaints and feedback Manager ECECS • Windermere OSHC presence at school events •

	<ul style="list-style-type: none"> Review marketing campaigns and provide ideas on additional campaigns for the growth of OHSC services 	
Holiday Program	<ul style="list-style-type: none"> Under direction of Senior Coordinator plan holiday program in a timely manner prior to the program Develop Holiday Program collateral for the purpose of advertising to the community Support Manager ECECS with any Marketing and online collateral as needed 	<ul style="list-style-type: none"> Program engaging for school age children Experiences planned and resources prior to Holiday Program Well developed Educator instructions for Holiday Program Timely release of each Holiday Program advertisement to families enough time to enroll and confirm for commencement
Relationship with Families	<ul style="list-style-type: none"> Support Lead Educators to provide a welcoming and professional environment for families through the provision of consistently high quality customer service Cooperate and work collaboratively with families, ensuring regular communication regarding the care and specific needs of their children, and ensuring that families feel comfortable and encouraged to become involved in the service 	<ul style="list-style-type: none"> As per individual work plan Positive family feedback Family participation, opinions and contributions documented and used to inform programming Positive assessments, ratings, spot check reports Positive internal audit reports and reviews
Health & Safety	<ul style="list-style-type: none"> In consultation with Educators ensure each child's health, safety and wellbeing is promoted and supported Mentor Educators to ensure the safety of children is promoted and advocated for at all times 	<ul style="list-style-type: none"> As per individual work plan Illnesses are reported and managed according to policy Child safety concerns are documented and reported Positive assessments, ratings, spot check reports Positive internal audit reports and reviews

	<ul style="list-style-type: none"> • Share responsibility for maintaining a safe and healthy environment for children by promoting safe food handling, balanced menus and cleaning routines throughout all services 	
Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.	<ul style="list-style-type: none"> • Familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. • Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours. • Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and on line induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor. • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices. • Meet the challenges of change as it occurs within the service and organisation. 	<ul style="list-style-type: none"> • Ensure processes completed on times • Ensure under accom behav outlin Cond • 100% perfor • Comp and o timefr • Positi adop • Ensurr made cours comp • Repor appro perso curren tools availa • Prote and w and p enviro

- Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor.
- Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.

The employee will be expected to perform other duties outside those set in this position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the organisation's operational needs.

This position description may be amended from time to time at the organisation's discretion. Where there is inconsistency between KPIs in this position description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to creating equitable environments for consumers and employees, this by building diverse and inclusive services and workspaces, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

5. Capability Framework Mapping

Our GROW Capability Framework describes the capabilities and associated behaviours expected of Windermere employees to be successful in their role. These capabilities and behaviours are aligned to Windermere's values and are essential for the delivery of Windermere's Strategic Plan. GROW gives our workforce of enablers a shared language to describe the capabilities needed to perform work at varying levels across different teams and roles. It sets standards regarding day to day work practices in all areas of workforce management including:

- standardised job design and role descriptions where capability requirements align with the purpose, accountabilities and challenges of a role
- recruitment practices that focus on assessing a person's capabilities at the level needed for a role
- performance development and coaching practices that help managers and staff to have a clear and common understanding of role expectations and areas for development
- mobility, where common descriptions of role requirements and capabilities help staff move between roles • learning and development activities aligned to specific capabilities

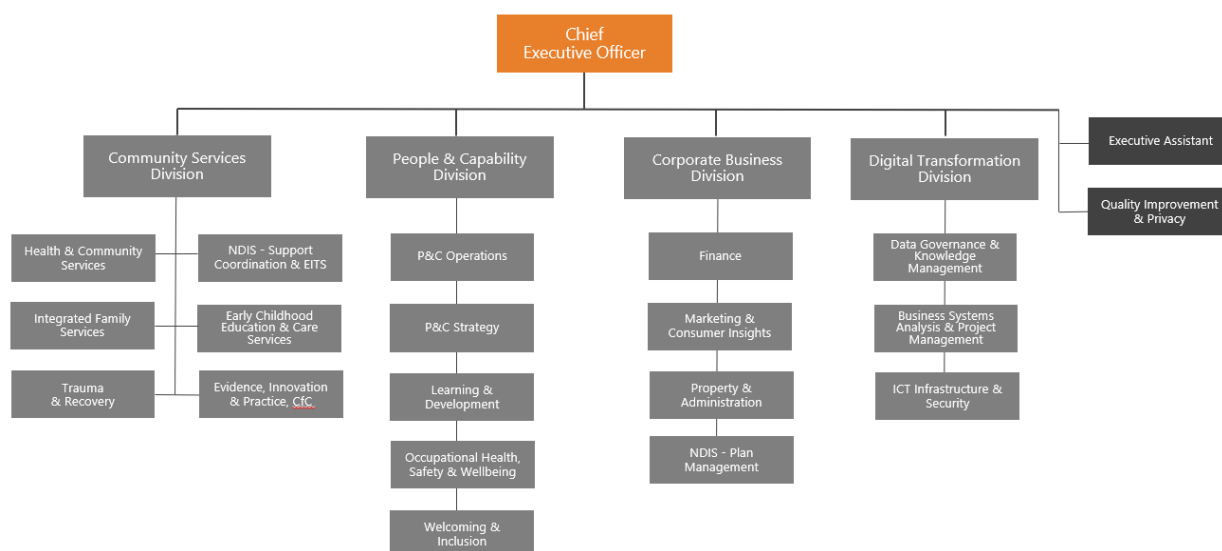


- career planning conversations and activities that focus on developing capabilities to help staff progress to new roles
- workforce planning by identifying current and future workforce capability needs and gaps

This position has been mapped as follows:

Priority	Capability Group	Proficiency Level
1	Service Delivery	Intermediate
2	Leadership	Intermediate
3	Collaboration	Intermediate
4	Innovation & Continuous Improvement	Intermediate
5	Adaptability	Intermediate
6	Vision & Strategic Drive	Intermediate

6. Organisational relationships



Line Manager:	Manager ECECS
Supervises:	Lead Educators and Assistant Educators OSHC
Internal relationships:	Windermere colleagues across all program in the organisation, Families, OSHC team
External relationships:	DET, ACECQA and inclusion support services

7. Key selection criteria

- ACECQA approved qualification (**Minimum Diploma of Early Childhood and above**) for Educators working with over preschool aged children;
Please see ACECQA website as this list includes qualifications such as teaching, Social Science, Physical Education, Youth Studies and more
- Current Victorian Working with Children's Check, HLTAID012 First Aid, including CPR and anaphylaxis and asthma management certificate
- Previous experience working in Leadership and/or mentoring role in an OSHC or Early Childhood setting
- Demonstrated experience in working within the National Quality Framework and implementing processes that support service compliance with the National Law and Regulations
- Extensive administrative and/or marketing experience and the ability to develop newsletters and or communications ability and understanding of developing positive relationships with children and families
- Strong relationship management skills
- Willingness to work effectively as part of a team
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
- Current Victorian Drivers' Licence
- Willingness to undertake relevant pre-employment screening and checks - including Police Check, Pre-Employment Medical and Working with Children's check
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

8. Application details

To ensure your application is considered please include the following information:

- Cover Letter addressing the Key Selection Criteria
- Current Resume

9. Acceptance

I have read this Position Description (PD) and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- Additional or other duties and responsibilities of a similar level of capability may be allocated to me during my course of employment. Where needed I will be provided with additional training and support as per the Learning and Development policy.
- This PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this PD, are indicative. KPIs will be set by my Supervisor or Manager in discussion with me, for each year or another set period.

Occupant:

Name: _____

Signature: _____ Date: _____

