

POSITION TITLE:	OSHC Coordinator
FTE:	0.8 (Part time)
CLASSIFICATION:	Band 1, 5.4CS
DIVISION:	Early Childhood Education and Care
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.
TENURE:	Parental Leave until March 2025
DATE:	May 2024

1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

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. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
OSHC Workforce Mentoring & Leadership	<p>Contribute to the recruitment and onboarding of new staff</p> <p>Drive onboarding procedure of educators ensure all relevant compliance met prior to commencement</p> <p>Maintenance of OSHC staff handbook</p> <p>Provide supervision to permanent OSHC Lead Educators and Assistant Educators</p> <p>In collaboration with the Leadership Team, complete rostering for OSHC services</p> <p>Lead monthly staff OSHC Meetings</p> <p>Mentor and support Lead and Assistant educators to ensure adequate;</p> <ul style="list-style-type: none"> - 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 -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 <p>Provide short ratio coverage ad hoc as staff are absent</p> <p>Ensure Lead Educators supported to maintain resources & food in line with budget</p> <p>In collaboration with the OSHC leadership team support implementation of Inclusion Support Services when needed and guide educators through the process</p>	<p>Recruited and onboarded in a timely manner to ensure full service provision of OSHC Services</p> <p>Staff records completed during onboarding and accessible to school sites and are maintained, accurate and compliant</p> <p>Develop and maintain register of Casual staff availability through the year</p> <p>LEAD Supervision Schedules are completed on time. Staff feedback positive about their understanding and capacity in their role.</p> <p>OSHC staff understand all role regulatory requirements to carry out during the course of their work</p> <p>OSHC Lead and Assistants understand their obligations and implementation of the Approved Learning Framework MTOP</p> <p>Ratios adhered to at all times.</p> <p>Roster provided to staff 2 weeks in advance and timely updates communicated.</p> <p>Staff meeting conducted termly once a month, minutes and agenda provided to the team in a timely manner.</p> <p>Staff able to use handbook for information they need to successfully perform their role</p> <p>Staff feedback - trained and supported</p> <p>Food and resources are adequate and continually maintained.</p>

		<p>Educator understanding on ordering processes and access to accounts.</p> <p>Inclusion support accessed when needed</p>
<p>Stakeholder Relationship Management & Marketing</p>	<p>Develop Newsletters for each service for parent and school community updates</p> <p>Conduct Termly surveys for all schools</p> <p>Termly contact with all principals / business managers in consultation with Manager ECECS and/or Senior Coordinator</p> <p>Escalate any business manager/principal concerns to Manager ECECS</p> <p>Develop Schedule of Events for each school and ensure attendance organized. Includes school events, orientation days and assembly</p> <p>Support Manager ECECS with the development of OSHC EOI collateral</p> <p>Review marketing campaigns and provide ideas on additional campaigns for the growth of OHSC services</p>	<p>Monthly newsletters available to families and schools on time</p> <p>Changes to service provision and programs based on parent feedback</p> <p>Timely escalation of complaints and feedback for resolution to Manager ECECS</p> <p>Windermere OSHC presence at school events</p>
<p>Compliance, Administration and Educational Leadership</p>	<p>Monthly compliance checks completed and followed up</p> <p>Escalate any compliance breaches to Manager ECECS for further reporting to required Departments.</p> <p>Participate in internal and external audits</p> <p>Contribute to the development of policies and procedures</p> <p>Contribute to the QIP under the direction of the Manager ECECs and Senior Coordinator through the provision of evidence from services</p> <p>Work with Senior Coordinator to improve any Administrative Operational changes needed to improve consumer experiences</p> <p>Undertake Educational Leader Role for OSHC services through development of program, practice and mentoring</p>	<p>Monthly Site Visit Forms completed followed up in a timely manner</p> <p>Services maintain compliance in areas, including issues such Administrative, Practice, Health and Safety or Programing.</p> <p>Audits completed on time as per schedule</p> <p>Policies and procedures are up to date</p> <p>Policies and procedures are informed by community and systemic issues identified during operations</p> <p>QIP is up to date, visible and constantly considered in work practices</p> <p>Consumer experiences positive and changes made if feedback provided</p> <p>Educational Leadership functions undertaken and noted through QIP and practice improvements</p>
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<p>Holiday Program</p>	<p>Under direction of Senior Coordinator plan holiday program in a timely manner prior to the program</p> <p>Develop Holiday Program collateral for the purpose of advertising to the community</p> <p>Support Manager ECECS with any Marketing and online collateral as needed</p>	<p>Program engaging for school age children</p> <p>Experiences planned and resources prior to the operation of Holiday Program</p> <p>Well developed Educator instructions for Holiday Program</p> <p>Timely release of each Holiday Program advertising allowing families enough time to enroll and confirm bookings prior to commencement</p>
<p>Relationship with Families</p>	<p>Support Lead Educators to provide a welcoming and professional environment for families through the provision of consistently high quality customer service</p> <p>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</p>	<p>As per individual work plan</p> <p>Positive family feedback</p> <p>Family participation, opinions and contributions are clearly documented and used to inform programming</p> <p>Positive assessments, ratings, spot check reports</p> <p>Positive internal audit reports and reviews</p>
<p>Health & Safety</p>	<p>In consultation with Educators ensure each child's health, safety and wellbeing is promoted and supported</p> <p>Mentor Educators to ensure the safety of children is promoted and advocated for at all times</p> <p>Share responsibility for maintaining a safe and healthy environment for children by promoting safe food handling, balanced menus and cleaning routines throughout all services</p>	<p>As per individual work plan</p> <p>Illnesses are reported and managed according to procedures</p> <p>Child safety concerns are documented and reported when required</p> <p>Positive assessments, ratings, spot check reports</p> <p>Positive internal audit reports and reviews</p>
<p>Organisational expectations and directives in relation to policies and procedures and the organisation's purpose, vision and values.</p>	<p>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.</p> <p>Demonstrate dedication and commitment to work in accordance with Windermere's values and behaviours.</p> <p>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</p>	<p>Ensure policies, procedures and codes are complied with at all times.</p> <p>Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct.</p> <p>100% attendance at performance reviews.</p> <p>Completion of induction and orientation within set timeframes.</p> <p>Positively embrace and adopt change as it occurs.</p>

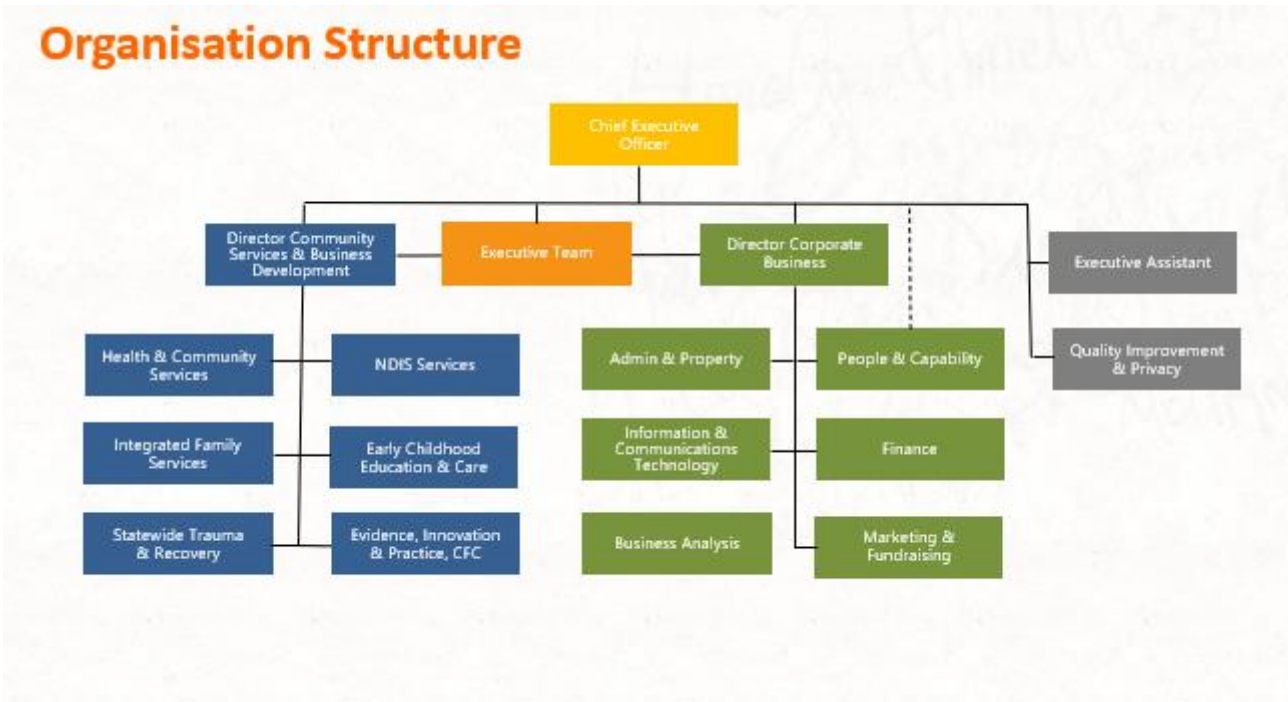
	<p>a recurring annual performance review with the relevant supervisor.</p> <p>Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and will implement CQI strategies into their work practices.</p> <p>Meet the challenges of change as it occurs within the service and organisation.</p> <p>Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor.</p> <p>Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk.</p>	<p>Ensure arrangements are made so that 100% of courses are attended or completed.</p> <p>Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</p> <p>Protect the rights, safety and wellbeing of children and provide a child safe environment.</p>
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The employee will be expected to perform other duties outside those set in the 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.

The 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 equity & equality for consumers and employees, this by building diverse and inclusive services and work environments, 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 2021-2024 as we seek to provide a diverse workforce at all levels.

4. 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

5. KEY SELECTION CRITERIA

- ACECQA approved qualification for Educators working with over preschool 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
- Level 2 First Aid, including CPR and anaphylaxis and asthma management training
- Previous experience working in a team leadership and/or mentoring role in a OSHC or childcare 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.
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

6. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere’s Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____