

# Position Description



<b>Position Title:</b>	<b>Coordinator</b>
<b>Branch:</b>	<b>PCYC Toowoomba</b>
<b>Primary purpose of role:</b>	The Coordinator manages the OSHC service ensuring the compliance with Government regulatory standards, Association requirements and customer expectations. The role will oversee the service's programs and supervise and develop staff. The Coordinator will accurately maintain the administrative and financial information systems and processes of the service.

## Reporting Structure

Reports to:  
SAC Area Manager

Roles reporting to this position:  
OSHC service staff

## Working Relationships

<u>Internal</u> <ul style="list-style-type: none"><li>• OSHC Team</li><li>• PCYC Branch Management and Staff</li><li>• PCYC State Team</li></ul>	<u>External</u> <ul style="list-style-type: none"><li>• PCYC Members and Parents</li><li>• Schools and Developmental Facilities</li><li>• Office for Early Childhood Education and Care</li></ul>
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## Key Performance Indicators

KPI	Description	Measures
<b>Program Delivery and Administration</b>	<ul style="list-style-type: none"><li>• Ensure OSHC operating procedures meet Association and regulatory reporting, administration and operating requirements</li><li>• Develop and review programs to support different needs of the children</li><li>• Complete financial and operational reporting and data processing accurately and on time</li><li>• Ensure service operations are well-managed and commercially viable</li><li>• Ensure operational needs of the service are met through effective forward planning</li><li>• Maintain records relating to staff, children, incidents, injuries and medication in accordance with Association procedures regulatory requirements</li><li>• Develop and implement marketing and promotional strategies to improve service development</li><li>• Prepare and submit reports and</li></ul>	<ul style="list-style-type: none"><li>• OSHC operations comply with childcare regulatory agency requirements, specifically:<ul style="list-style-type: none"><li>○ OSHC licensing documentation meets OECEC requirements</li><li>○ Quality Assurance self-studies are submitted on time</li><li>○ Service operations satisfy OECEC validation requirements</li></ul></li><li>• Service programs are evaluated at least weekly in relation to content and delivery methods and delivered to children in an effective, positive manner</li><li>• OSHC administrative processes and management information systems are effective</li><li>• Reporting is accurate and on time</li><li>• Bookings are accurate</li><li>• Service marketing and promotion is effective</li><li>• Income and debt is well managed</li><li>• Risk management strategies are effective</li><li>• Physical resource management is effective</li></ul>

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	<ul style="list-style-type: none"> <li>backups to State Office</li> <li>Operate <i>Hubworks</i> and Microsoft <i>Office</i> software</li> <li>Induct new families and children into the service</li> <li>Manage relationships with parents and carers</li> </ul>	
<b>Staff Supervision</b>	<ul style="list-style-type: none"> <li>Supervision of team members including setting of key performance indicators to ensure role requirements are met</li> <li>Team members have access to appropriate supervision and support along with professional development opportunities</li> <li>Train team members in the safe delivery of programs and ensure a safe workplace for clients</li> </ul>	<ul style="list-style-type: none"> <li>Supervision of team members complies with Association employment practices</li> <li>Able to demonstrate that team members are supervised, workloads managed and team members have access to professional development opportunities</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Maintain good working relationships and respond to enquiries from internal and external stakeholders in a timely manner</li> <li>Provision of competent and confidential administrative support to the Branch Manager and other Branch staff as required</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction with services provided</li> <li>Responses to client enquiries within agreed timeframes</li> <li>Maintenance of privacy and confidentiality of commercial, personal and operational information</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Participate as an active member of the team and work collaboratively with others to achieve outcomes</li> <li>Contribute to continuous improvement in Branch operations and customer services</li> </ul>	<ul style="list-style-type: none"> <li>Behaviours in line with and reflective of Code of Conduct</li> <li>Feedback demonstrates an ability to engage and work within a team environment and contribute as required</li> <li>Evidence of improvement from lessons learnt</li> </ul>
<b>PCYC Policy and Procedures</b>	<ul style="list-style-type: none"> <li>Gain an understanding of and comply with PCYC policies and procedures</li> <li>Understand and ensure compliance with PCYC work health and safety policies and procedures in all Association workplaces</li> <li>Accepts personal responsibility for maintaining a safe workplace and work practices</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated knowledge of and compliance with all PCYC policies and procedures</li> <li>Comply with work health and safety practices including identification and reporting of hazards/workplace incidents as they occur</li> </ul>

While representative of the duties and responsibilities of the role, this Position Description does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

### Selection Criteria

To qualify for this position the following essential criteria must be met:

1. Minimum Diploma in childhood studies or other qualifications acceptable to the regulatory agency
2. Holds a certified supervisor certificate (or has proof of a pending application)

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3. Demonstrated computer skills in childcare management systems (preferably Hubworks)
4. Demonstrated supervisory and/or managerial experience in an outside school hours care service
5. Demonstrated knowledge of Government regulations impacting on outside school hours care operations
6. Effective time management skills with a demonstrated ability to meet multiple deadlines and commitments
7. Demonstrated ability to work autonomously and as part of a team
8. Good communication and interpersonal skills with demonstrated ability to build relationships with stakeholders
9. Intermediate skills in the Microsoft Office suite of products (Word, Excel, Outlook)
10. Light rigid driver's licence
11. Eligibility for a Children's Commission Suitability Notice/Blue Card
12. Hold a current First Aid and CPR certificate

### Standards to which performance will be assessed

- Key Performance Indicators
- Compliance with PCYC policies, procedures and practices
- Compliance with the position description
- Management and peer feedback

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### Sign Off

I understand that my performance will be managed as per the requirements outlined above in the position description. I confirm that I have read, understood and commit to the above.

**Employee Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

CREATED BY:	Senior HR Advisor
APPROVED BY:	GM People
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