

# Position Description



**Position Title:** Assistant Coordinator

**Branch:** PCYC Queensland – Pallara OSHC

**Primary purpose of role:** The Assistant Coordinator supports the Coordinator in the effective management of the OSHC service. The role will provide assistance to ensure the service meets Government regulatory standards, Association requirements and customer expectations. The role will also assist in the oversight of the service's programs and supervision of staff.

## Reporting Structure

Reports to:  
Coordinator

Roles reporting to this position:  
Nil

## Working Relationships

| <u>Internal</u>  | <u>External</u>   |
|--|---|
| <ul style="list-style-type: none"><li>• OSHC Team</li><li>• PCYC Branch Management and Staff</li><li>• PCYC State Team</li></ul> | <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> |

## Key Performance Indicators

| KPI                   | Description   | Measures  |
|-----------------------|---|---|
| <b>General Duties</b> | <ul style="list-style-type: none"><li>• Support the Coordinator to ensure the OSHC Service:<ul style="list-style-type: none"><li>○ Operating procedures meet Association and regulatory reporting, administration and operating requirements</li><li>○ Financial and operational reporting and data processing is accurate and on time</li><li>○ Effective, contemporary programs are delivered</li><li>○ Operations are well-managed and commercially viable</li><li>○ Ensure the operational needs of the service are met through effective forward planning</li><li>○ Records relating to staff, children, incidents, injuries and medication are maintained in accordance with Association procedures and Federal and State Regulations</li><li>○ Timely preparation and submission of reports and backups to State</li></ul></li></ul> | <ul style="list-style-type: none"><li>• Support the Coordinator to ensure 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>○ OSHC operations satisfy OECEC validation requirements</li></ul></li><li>• Activity Programs for School Age Care are evaluated at least weekly in relation to content and delivery methods and are 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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|  | Office <ul style="list-style-type: none"> <li>• Competent operation of <i>Hubworks</i> and Microsoft <i>Office</i> software</li> <li>• Train appropriate staff in <i>Hubworks</i>.</li> </ul>   |  |
| <b>Staff Supervision (if applicable)</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 Certificate III in an area of study applying to childcare workers and enrolled in a Diploma in children's studies or relevant Qualification acceptable to the regulatory agency
2. Demonstrated computer skills in childcare management systems (preferably *Hubworks*)
3. Demonstrated supervisory and/or managerial experience in an outside school hours care service

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4. Demonstrated knowledge of Government regulations impacting on outside school hours care operations
5. Effective time management skills with a demonstrated ability to meet multiple deadlines and commitments
6. Demonstrated ability to work autonomously and as part of a team
7. Good communication and interpersonal skills with demonstrated ability to build relationships with stakeholders
8. Intermediate skills in the Microsoft Office suite of products (Word, Excel, Outlook)
9. Light rigid driver's licence
10. Eligibility for a Children's Commission Suitability Notice/Blue Card
11. 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:** \_\_\_\_\_

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|------------------|-------------------|
| CREATED BY:      | Senior HR Advisor |
| APPROVED BY:     | GM People         |
| DATE CREATED:    | April 2014        |
| VERSION CONTROL: | V3                |