



**Position Title:** Quality and Compliance Advisor – Outside School Hours Care

**Business Unit:** School Age Care

**Location:** Rockhampton

**Primary purpose of role:** To provide coaching and mentoring to operational Outside School Hours Care staff to deliver high quality programs; achieve and sustain compliance with legislative requirements, the National Quality Standards, the National Quality Framework and ensure SAC staff are aware of policies, procedures and reporting requirements.

### Reporting Structure

Reports to:

Operations Manager – Outside School Hours Care

Roles reporting to this position:

Nil

### Working Relationships

<u>Internal</u>	<u>External</u>
<ul style="list-style-type: none"> <li>• PCYC State Team</li> <li>• PCYC Branch Management and staff</li> </ul>	<ul style="list-style-type: none"> <li>• Suppliers</li> <li>• Business partners</li> <li>• Community Organisations</li> <li>• NFP Agencies</li> </ul>



## Key Performance Indicators

KPI	Description	Measures
<b>Quality Support</b>	<ul style="list-style-type: none"> <li>Deliver high quality assessment, professional support and coaching to SAC supervisors and Educators as required.</li> <li>Coach and advise SAC Coordinators and Educators in the development and delivery of school age care activity programs, service development plans and school age care service budgets</li> <li>Guide SAC Supervisors and Educators to ensure compliance with the National Quality Framework, SAC Policies and Procedures and other relevant legislation</li> <li>In consultation with the State Training Team deliver relevant school age care training as required</li> </ul>	<ul style="list-style-type: none"> <li>Feedback reflects provision of professional support and coaching as needed</li> <li>Programs, activities and development plans reflective of regulatory Framework including My Time Our Place</li> <li>SAC Staff are able to demonstrate an understanding of legislative framework along with SAC Policies and Procedures</li> <li>Training developed and delivered as required and is reflective of agreed PCYC Training framework and delivery</li> </ul>
<b>Reporting and Administration:</b>	<ul style="list-style-type: none"> <li>Provide advice and support to SAC Supervisors/Educators in the completion and submission of all regulatory paperwork as well as ensuring compliance and/or serious incidents are reported to the OECEC within required timeframes</li> <li>Contribute to the review and development of SAC policies and procedures as required</li> <li>Develop and provide ad-hoc reports as required</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory paperwork completed and submitted along with compliance and/or serious incidents reported to regulatory body within required timeframes</li> <li>Evidence of input into the development and improvement of SAC Policies and Procedures to remain compliant with relevant legislation</li> <li>Timely and accurate reports provided as required</li> </ul>
<b>Customer Service/ Teamwork</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>Participate as an active member of the team and work collaboratively with others to achieve outcomes</li> <li>Contribute to continuous improvement in SAC operations</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction and responses to enquiries within agreed timeframes</li> <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>• Demonstrate knowledge and compliance with PCYC policies and procedures.</li> <li>• Understands and ensures compliance with PCYC Workplace Health and Safety policies and procedures in all company workplaces</li> <li>• Implements and maintains safe work systems and workplace environment</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 where to locate policies, procedures etc.</li> <li>• Demonstrated understanding of key policies and procedures</li> <li>• Signed Code of Conduct</li> <li>• Demonstration of safe work practices including identification and reporting of hazards/workplace incidents as they occur</li> </ul>
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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 criteria must be met:

1. Degree or 4 year qualification in early childhood studies or other relevant acceptable tertiary qualifications
2. Demonstrated experience in implementing, monitoring and maintaining childcare operations in compliance with National Quality Standards and Framework.
3. Demonstrated experience in the effective budgetary and workforce management of a childcare service, preferably Out-Of-School Hours Care.
4. Strong ability to develop good working relationships and gain the cooperation and assistance from staff at all levels across the organisation, as well as external stakeholders
5. Effective time management and organisational skills with a demonstrated ability to manage competing priorities
6. Demonstrated ability to work autonomously and as a part of a team
7. Demonstrated experience in relevant information management systems (MS Office, HubWorks etc)
8. Current Drivers Licence
9. Ability to travel across the state as required
10. Eligibility for a Children's Commission Suitability Notice/Blue Card.



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