

POSITION DESCRIPTION

Position Title:	Supervisor OOSH
Position Number:	2516
Group:	Organisation & Community Capacity
Business Unit:	Community Services Delivery
Service Unit:	Children's Services
Reports To:	Team Leader Children's Services
Grade:	10
Hours Of Work:	35
Last Date Of Review:	April 2024
Last Date Of Evaluation:	February 2021

Role Function Summary

This is a high-quality customer service role responsible for the day-to-day operations of the outside school hours care service. The position is the Nominated Supervisor/Educational Lead and is required to ensure full compliance of the Education and Care Services National Law and the National Quality Standards, as set by the Australian Children's Education and Care Quality Authority (ACECQA), and policies and procedures of Singleton Council.

The Supervisor provides vision, leadership, and support to develop a strong team approach which encourages high level of performance in all staff, working towards exceeding the National Quality Standards:

- Quality Area 1 – Educational program and practice
- Quality Area 2 – Children's health and safety
- Quality Area 3 – Physical Environment
- Quality Area 4 – Staffing arrangements
- Quality Area 5 – Relationships with children
- Quality Area 6 – Collaborative partnerships with families and communities
- Quality Area 7 – Governance and leadership.

Key Responsibilities (Major and Essential Job Functions)

- Lead the development, delivery, and evaluation of a quality play-based leisure program, reflecting the children and families in the service, ensuring optimum development and well-being of each child.
- Lead implementation of effective health and hygiene practices, including meeting all regulations to food safety and preparation, medical management plans, risk management plans, policies, and procedures.
- Ensure all WH&S requirements are met within the service, overseeing the service's delivery of a safe and stimulating environment where all staff and children are protected from hazards or harm.
- Develop and liaise with Team Leader Children's Services on effective staff management process with a view to maximising continuity of staff including recruitment, induction and orientation of new staff members, staff performance appraisals, staff roster, staff meetings, supervision of workplace students and volunteers.
- Lead the team in developing and maintaining respectful, supportive, collaborative, and responsive relationships with children, promoting self-awareness, positive self-esteem, independence, and self-help skills in environment which ensures trust and security.

- Build and maintain strong relationships with families, local networks, resource agencies and other relevant organisations, ensuring all stakeholders are informed relevant matters affecting service operations in a cooperative, ethical, and respectful manner, ensuring privacy and confidentiality are maintained.
- Effectively manage income and expenditure, Childcare Management Systems, maintain data of CCMS software, adhering to CCMS requirements and monitor parent/guardian account balances as per policy and procedures.
- Maintain service records, ensuring appropriate and timely collection of data, medical or other records required and produce reports in accordance with requirements for both Council, National Quality Standards and the Department of Education.
- Maintain occupancy levels in the service, handle waiting list and enrolment enquiries and lead an effective process of induction and orientation for new families and children.
- Stay informed about current trends in policy changes within the sector, always educate and support Educators in the Quality Improvement Process and represent Council in a positive manner expounding organisational values.

This position description does not form an exhaustive list of your duties. You may be required to undertake other projects, tasks and activities as required from the business from time to time which are within the skills, competence, and training of the incumbent. Singleton Council reserves the right to amend or update this position description in accordance with operational needs.

Organisational Responsibilities:

Council's decisions, actions and behaviours are governed by its vision, mission, and values. All employees of Council have an accountability to ensure their work and behaviour is aligned to these.

Community Vision	Singleton. Vibrant, progressive, connected, sustainable & resilient.
Organisation Vision	ESSP - Engaged people; Safe and Sustainable workplace; and a Performance based culture
Values and Behaviours	<p>Council has five values which guide behaviours and decision making. It is through these values high quality services are delivered to employees and the community. Employees play an important role in leading the way and upholding Council's values, including the Code of Conduct. Council's values are:</p> <p>Accountable: We know what we do, and do what we say</p> <p>Connected: We work together to create community</p> <p>Integrity: We do the right thing</p> <p>Care: We are people who care</p> <p>Adaptable: We are ready to respond</p>
Safe Workplace	It is a requirement of employment with Singleton Council that all staff undertake their work in accordance with WHS policies and procedures. Employees will always display and promote safety in the workplace.
Policies and Procedures	<p>The responsibilities of this position are completed in line with all Council policies and procedures related to this position.</p> <p>Awareness of the principles of equity and diversity, work health and safety, environment, risk management, records management, and quality assurance as they relate to this position.</p>

Organisational Relationships

Internal Relationships:	Team Leader, Coordinator, Manager, Other team members/Council staff
External Relationships:	Parents, Caregivers, Children, Families, Early Intervention Agencies, Service visitors, Government Departments, Community Organisations
Direct Reports:	Childcare Worker Certificate III
Indirect Reports:	Community and Customer Service Assistant/s, Childcare worker - casual

Specifications and Technical Skills:

Essential Criteria:

- Diploma in Early Childhood Education with demonstrated experience working in a childcare environment
- First Aid Certificate including Asthma and Anaphylaxis, Working with Children Check and working knowledge of Child Protection legislation
- Nominated Supervisor experience, with a working knowledge of the Education and Care National Law and Regulations, National Quality Framework
- Ability to meet the requirements of Educational Leader (in accordance with National Quality Framework), with practical experience developing and implementing high-quality children's programs based on the appropriate Learning Framework
- Demonstrated experience in leadership, including staff management/development, team building, and performance management
- A commitment to providing excellent customer service to both internal and external customers of Council
- Demonstrated strategic vision, motivation, and business acumen, with excellent interpersonal, written, and verbal communication skills, ability to apply conflict resolution and problem-solving techniques

Desirable Criteria:

- Demonstrated working knowledge and understanding of the developmental needs of children aged 5-13 years, including children with additional needs
- Food safety training
- Effective time management skills

Physical Requirements / Work Environment:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the inherent requirements of the job. This position will involve work in the office environment as well as being able to navigate construction and work sites.

Physical Requirements and Work Environment

ACTIVITY	FREQUENCY				# OF HOURS A DAY							
	Repetitive	Frequent	Occasional	Infrequent	1	2	3	4	5	6	7	8
Sitting		✓					✓					
Walking			✓			✓						
Standing			✓			✓						
Bending				✓	✓							
Squatting				✓	✓							
Climbing				✓	✓							
Kneeling				✓	✓							
Twisting				✓	✓							
Lifting				✓	✓							
Driving				✓	✓							

If manual lifting is required ensure a risk assessment is completed each time lifting is required.

Hand Manipulation Required	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Repetitive Hand Movements	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	Right Hand					Left Hand			
Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Power Grasping (tight grip)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	Power Grasping (tight grip)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Fine Manipulation (fine finger)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Fine Manipulation (fine finger)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

Tick below if these are requirements of the position:

	Operating mobile plant		Working with paints, solvents, oil, grease
✓	Light repetitive handling		Cold environment
	Dog/cat control		Climbing, working at heights
	Cattle, sheep handling		Confined spaces work
	Native Animal, reptile handling	✓	Customer contact
	Garbage collection		Screen based work (intermittent)
✓	Office, toilet cleaning	✓	Screen based work (constant)
✓	UV exposed	✓	Clerical deadlines
	Herbicide/Pesticide use	✓	Supervisory – clerical, planning, deadlines
✓	Cooking		Building trades work
✓	Walking on Slopes / Hills / Gradients		Motor trades work
✓	Walking on uneven surfaces	✓	Childcare
	Working with bitumen		Hospitality
	Working with concrete		Exposure to dust or fumes

Skills Progression and Assessment Record:

Position Title: **Supervisor OOSH**

Employee:

Skill Progression Requirements <input checked="" type="checkbox"/> Step Achieved	Salary Step	N/A	1	2	3	4
Diploma in Early Childhood Education, with minimum experience of five years in a childcare environment	1					
Demonstrated understanding of First Aid requirements and Child Protection Legislation	1					
Demonstrated application of the Education and Care National Law and Regulations, National Quality Framework and Early Years Framework	1					
Demonstrated interpersonal, written, and verbal communication skills, and ability to lead staff, apply conflict resolution, and problem-solving techniques	1					
Demonstrated ability to manage expenditure in line with budget allocations	1					
Demonstrated ability to lead the development and maintenance of the service Quality Improvement Plan	2					
Demonstrated ability to manage the physical environment of the service, ensuring all outdoor/indoor areas, and equipment is suitable for purpose and well maintained	2					
Demonstrated ability to manage Child Care Subsidy (CCS) and Child Care Management System (CCMS)	2					
Demonstrated ability to provide staff direction and leadership, ensuring all staff respect resources and practices are sustainable	2					
Demonstrated ability to proactively manage and maintain the organisation's chosen childcare system	2					
Demonstrated ability to develop and implement continuous improvement initiatives across all seven quality areas	3					
Demonstrated ability to reduce expenditure and improve financial performance of the business	3					
Demonstrated ability to independently manage relationships with external agencies to ensure licensing, accreditation, and funding obligations are fulfilled	3					
Demonstrated ability to provide support to the professional development of individual staff and communicate skills through the provision of information	3					
Demonstrated ability to develop and review a high quality, diverse Leisure and Play Program, supporting educators to utilise a variety of teaching strategies, including intentional teaching and reflective practice in their daily work	3					
Demonstrated ability to lead staff to embrace a continuous improvement culture	4					
Demonstrated ability to manage the service as a business, with a strategic vision	4					
Demonstrated ability to proactively manage performance management issues with effective outcomes	4					
Demonstrated ability to competently act as Team Leader Children's Services	4					
Completion of further studies in related Discipline	4					

Skills Review Year (eg 2018): _____ **Position:** _____

Annual Skills Assessment:

The following is to be completed at the time of the annual skills assessment.

People Leader's comments on Employee's skill progression:

Employee's Comments:

Name

Signature

Date

Coordinator's Comments:

Name

Signature

Date

Manager's Comments:

Name

Signature

Date

Summary of Skills Assessment	1	2	3	4
Total number of skills at each salary step =				
Number of skills not applicable at each salary step =				
Number of skills achieved at each salary step =				
Number of skills not achieved at each salary step =				
<input checked="" type="checkbox"/> Proposed Salary Step Placement				