



Queensland Police - Citizens Youth Welfare Association

A.B.N. 58 009 666 193

Telephone: (07) 3909 9555

Facsimile: (07) 3909 5333

POSITION DESCRIPTION

Overview of Police Citizens Youth Clubs Network

The Queensland Police-Citizens Youth Welfare Association (QPCYWA) is a community-based organisation concerned with the development of youth through the provision of sporting and recreational activities. The QPCYWA has established forty-seven (47) Police-Citizens Youth Clubs (PCYCs) throughout the State and now has an active membership in excess of seventy thousand [70,000] members state-wide. As a registered, not-for-profit, charitable organisation, the QPCYWA relies upon income from activity attendances, fund raising, community support, grants and subsidies in order to operate. Its affiliation with the Queensland Police Service provides a unique link between Queensland Police and our supporting communities.

Police Citizens Youth Clubs (PCYCs) deliver youth sport and recreation activities and support the welfare needs of youths and their communities. We have the valued support of many local and state-based business organisations and work in close cooperation with Local, State and Federal Government community development -oriented agencies.

PCYCs – Enhancing Queensland Communities Through Youth Development

POSITION OBJECTIVE

SCHOOL AGE CARE COORDINATOR (Qualified)

Position Objective: The primary responsibility of the School Age Care Coordinator is to coordinate and manage before/after school hours care and vacation care service, specifically –

- To ensure school age care services satisfy Government regulatory standards, Association requirements and customer expectations
- Oversee effective, contemporary school age care activity programs
- Effectively supervise and develop subordinate staff
- Accurately maintain school age care administrative and financial information systems and processes
- Support the Branch Manager and co-workers in daily operational management of the Branch, its staff and volunteers, and various activities. (This role requires the successful applicant to rapidly acquire knowledge of all Branch services, activities and operations).

The occupant must demonstrate excellent people and self management skills, and attention to detail.

While representative of the duties and responsibilities of the role, this Position Description does not imply that there 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.

Work Skills Required: Management expertise in School Age Care activities, Financial administration, Office management, Staff supervision, Customer service.

Position Title: School Age Care Coordinator (Qualified) Small Service	Unit / Branch / Division: Gladstone PCYC Tannum Sands Service	Type of Employment: Part-Time, Permanent 30 hours to be worked Monday to Friday from 6am-9am and then from 2.30pm-6pm. Hours may vary	Remuneration Package Details: \$24.54 - \$25.06 p/hour gross dependent on qualifications and experience. Salary packaging upon satisfactory work performance	Roles Reporting To This One: SAC Assistant(s)
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Key Accountabilities		
Critical Success Factors	Major Activities	Performance Result
Job Competency	<ul style="list-style-type: none"> ▪ Branch School Age Care– <ul style="list-style-type: none"> ○ operating procedures meet Association and regulatory reporting, administration and operating requirements ○ financial and operational reporting and data processing is accurate and on time ○ operations are well-managed and commercially viable ○ Ensure the operational needs of the service are met through effective forward planning ○ Records relating to staff, children, incidents, injuries and medication are maintained in accordance with Association procedures and Federal and State Regulations. ○ Timely preparation and submission of reports and backups to State Office ▪ Supervise and improve the performance of subordinate staff ▪ Competent operation of Hubworks and Microsoft <i>Office</i> software, particularly Word and Excel. ▪ Train appropriate staff in <i>Hubworks</i> <p>Other suitable duties as may be directed from time to time</p>	<ul style="list-style-type: none"> ▪ Branch School Age Care operations comply with childcare regulatory agency requirements, specifically – <ul style="list-style-type: none"> ○ Branch school age care licensing documentation meets OECEC requirements ○ Cwth NCAC Quality Assurance self studies are submitted by dates required by NCAC ○ Branch school age care operations satisfy Cwth NCAC validation requirements ▪ Activity Programs for School Age Care are – <ul style="list-style-type: none"> ○ Evaluated at least weekly in relation to content and delivery methods ○ delivered to child customers in an effective, positive manner ▪ School Age Care – <ul style="list-style-type: none"> ○ administrative processes and management information systems are effective ○ Reporting is accurate and on time ○ Bookings are accurate ○ Marketing and Promotion is effective ○ Income and debt is well managed ▪ Supervision of staff (employees and volunteers) complies with Association employment practices and the Code of Conduct ▪ School Age Care – <ul style="list-style-type: none"> ○ risk management strategies are effective ○ physical resource management is effective
Customer Service & Client Management	<ul style="list-style-type: none"> ▪ Maintain good working relationships with staff, patrons, customers, Company and community representatives ▪ Respond to enquiries from Branch and Company staff, Branch members, community representatives and visitors in an effective and timely manner ▪ Provision of competent and confidential administrative support to the Branch Manager and Management Committee. 	<ul style="list-style-type: none"> ▪ Customer satisfaction with services provided ▪ Feedback received from clients/ customers ▪ Responses to client enquiries within 24 hours, or, if a complex matter, clients are advised of estimated response time ▪ Maintenance of privacy and confidentiality of commercial, personal and operational information

Teamwork	<ul style="list-style-type: none"> ▪ Guide and support other Branch staff to deliver approved services and activities ▪ Information to facilitate informed decision-making is prepared and shared with Manager and other staff as required ▪ Model Code of Conduct behaviours by working cooperatively and effectively with colleagues ▪ Effectively supervise staff and volunteers ▪ Contribute to continuous improvement in Branch operations and customer services ▪ Other suitable duties as may be directed from time to time 	<ul style="list-style-type: none"> ▪ Feedback from colleagues ▪ Support the Branch Manager and other supervisors by sharing information in a timely and appropriate manner ▪ Contribute positively to team and workplace effectiveness and harmony ▪ Staff performance and feedback ▪ Evidence of improvement from lessons learnt
Safe System of Work	<ul style="list-style-type: none"> ▪ Understands and complies with PCYC Workplace Health and Safety policies and procedures ▪ Works in a safe manner and in compliance with approved, safe work practices ▪ Implements and maintains safe work systems and workplace environment ▪ Accepts personal responsibility for maintaining a safe workplace and work practices 	<ul style="list-style-type: none"> ▪ Work is performed safely ▪ Identifies hazards within the workplace ▪ Actively participates in health and safety discussions at staff meetings ▪ Reports workplace occurrences, injuries and/or illnesses as required ▪ Proactively resolves workplace health and safety issues

<p>Challenges:</p> <ul style="list-style-type: none"> ▪ Need to be flexible and multi-task in a busy and demanding work environment. ▪ Compliance with Regulatory Agency/Government, Association and Branch policies and practices. ▪ Actively support the Branch Manager by effectively managing school age care activities specifically – growing school age care activities, dealing as a first point of contact for complaints and service concerns, maintaining effective office and accounting systems, leading and supervising staff, demonstrating 'best practice' customer service, and monitoring safety. ▪ Need to ensure high level of accuracy in work performed. 	<p>Key Communications / Interactions:</p> <p>Internal</p> <ul style="list-style-type: none"> ▪ Immediately respond to Branch Manager's and/or Regulatory Agency/Government needs and concerns to ensure quality of service meets required standards. ▪ Work collaboratively with other Branch activity managers. <p>External</p> <ul style="list-style-type: none"> ▪ Branch members/customers. ▪ Commonwealth and State Government representatives. ▪ Business supporters and sponsors.
<p>Key Selection Criteria</p> <p>MANDATORY</p> <ol style="list-style-type: none"> 1. Eligibility for a Children's Commission's Suitability Notice/Blue Card¹ and satisfactory DSQ/ QPS criminal history check. 2. Holds a Diploma (or higher) in Childhood studies or other qualifications acceptable to the regulatory agency <p>HIGHLY DESIRABLE</p> <ol style="list-style-type: none"> 3. Demonstrated supervisory and/or managerial experience in operating a school age care service. 4. Ability to effectively supervise and develop staff, including volunteers. 5. Ability to work autonomously, to self-organise and prioritise tasks to achieve goals. 6. Demonstrated computer skills in child care management systems (preferably <i>Hubworks</i>) 7. Well developed interpersonal and communication skills. 8. Knowledge of and demonstrated experience in government regulations which impact on school age care operations. 9. First Aid Level 1 and/or CPR. 10. Light rigid drivers licence 	
<p>The terms and conditions of this position are regulated by the QPCYWA Collective Agreement 2009-2014</p>	<p>HR Review / Approval Date: January 2012</p>

¹Obtainable by applying to Queensland Commission for Young Children, see <http://www.ccypcg.qld.gov.au/employment/>