



Queensland Police - Citizens Youth Welfare Association

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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 ASSISTANT (UNQUALIFIED OR QUALIFIED)

Position Objective: The primary responsibility of the School Age Care (SAC) Assistant (Unqualified) is to assist in the provision of a high quality school aged care program which meets the requirements of the Police Citizens' Youth Welfare Association, Parents and Children, Funding and Licensing bodies and School Staff.

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: Ability to provide care of children, maintain documentation (attendance rolls, timesheets, etc) and handle food safely.

Position Title: SAC Assistant (Unqualified or Qualified)	Unit / Branch / Division: Biloela PCYC	Type of Employment: Casual	Remuneration Package Details: \$19.09 - \$23.35 gross per hour based on qualifications and experience Salary packaging upon satisfactory work performance	Roles Reporting To This One: Nil
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Key Accountabilities		
Critical Success Factors	Major Activities	Performance Result
Job Competency	<ul style="list-style-type: none"> ▪ Assist the Coordinator/s with planning and preparation of interesting, educational and fun activities for children and reports feedback on activities ▪ Active involvement with children in activities as directed by the Co-ordinator ▪ Aware of children with special needs and ability to meet their needs in a manner which would not be detrimental to other children in care ▪ Report any equipment defect or environmental irregularity to the Coordinator ▪ Ensure all equipment is utilised in a correct and safe manner ▪ Actively supervises children ▪ Maintain a clean and safe environment before, during and after the completion of the daily program ▪ Monitor quantities of materials and resources and report to the Coordinator any projected needs. ▪ Refer all parent concerns to the Coordinator as appropriate. ▪ Prepares food following safe infection control principals ▪ Cleans and maintains all areas of the Centre (Internal and External). ▪ Actively supports and provides information to ensure the service meets licensing, accreditation and QPYCWA requirements. ▪ Develop an understanding of the rules, regulations and QPCYWA policies that govern the program. ▪ Attend Staff meetings and where possible participate in the planning and evaluation of the program. ▪ Carry out any other duties required by the Coordinator/s 	<ul style="list-style-type: none"> ▪ Assisting the Coordinator/s with the smooth running of the service. ▪ Ensuring that children are safe and well supervised at all times. ▪ Reporting any changes in enrolment details to the Coordinator. ▪ Carrying out any tasks as delegated by the Coordinator. ▪ Encouraging children to take responsibility for the care and maintenance of equipment and resources in line with current healthy regulations ▪ Provide a good role model by caring for O.S.H.C. property, putting things in the right place and being involved in general maintenance. ▪ Complete relevant paperwork concerning physical injuries of all persons involved in the OSHC program when necessary. ▪ Accepting diversity within families and respecting families' wishes about child rearing practices. ▪ Actively involved in ensuring the service meets licensing, accreditation and QPYCWA requirements. ▪ Ensuring that the service is presentable and inviting to our client group. ▪ Identify areas requiring cleaning and/or maintenance and respond promptly ▪ Working as part of a team, assisting all staff members in their endeavours to provide an efficient, quality service. ▪ Encourage children to be responsible for their own behaviour and to promote positive self esteem. ▪ Demonstrate effective self management
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
Challenges: <ul style="list-style-type: none"> ▪ Need to multi-task, in a busy and demanding work environment ▪ Ability to deal with child behaviour difficulties and conflicts in the best interests of the child and other children in care ▪ Need to ensure accuracy in work performed ▪ Compliance with Association and Branch policies and practices 	Key Communications / Interactions: Internal <ul style="list-style-type: none"> ▪ Immediately respond to child/children's needs and concerns to ensure quality of service meets agreed standards External, as required: <ul style="list-style-type: none"> ▪ Nil 	
Key Selection Criteria MANDATORY <ol style="list-style-type: none"> 1. Current Working with Children's Check (Blue Card) 2. Current First Aid Certificate 3. Light rigid drivers licence HIGHLY DESIRABLE <ol style="list-style-type: none"> 4. At least Certificate III in an area of Study applying to child care workers under AQF; 5. Experience working within a childcare environment; 6. Excellent Time Management and reliability; 7. Good written and oral communication skills; 8. Flexibility to attend work at short notice. 		
The terms and conditions of this position are regulated by the QPCYWA Collective Agreement 2009-2014		HR Review / Approval Date: July 2010