



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 eighty thousand [80,000] 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 (SAC) OPERATIONS OFFICER

Position Objective: The primary responsibility of the School Age Care (SAC) Operations Officer is to work with the State Manager, School Age Care Services to provide a high level of practical support across all areas of accreditation, licensing and operation of school age care programs to PCYC member Branches.

The SAC Operations Officer must demonstrate excellent people and self management skills by supporting Branch School Age Care Coordinators by providing expert, timely and accurate advice and on-site practical assistance. This role requires comprehensive knowledge of contemporary childcare service delivery, especially regulatory requirements, childcare activity program development review, childcare information management systems, safe food handling and risk management practices. The project Officer will also play a pivotal role in developing and delivering staff training and network information meetings to improve the competency of our staff and help services to achieve better practice.

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: (1) Regulatory compliance (2) Advice and support (3) Operational and administrative systems improvement (4) Training

Position Title: School Age Care (SAC) Operations Officer	Unit / Branch / Division: QPCYWA State Office (School Age Care Program)	Type of Employment: Full-time, Fixed term for 12 months (19 working day month)	Remuneration Package Details: \$52,403.52 per annum (gross) 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	<p>School age care operations and systems improvement:</p> <ul style="list-style-type: none"> ▪ In conjunction with the State Manager, School Age Care Services provide and maintain accurate and timely SAC information, training, advisory and on-site support services to Branch school age care operations across the areas of licensing, quality assurance, self-study, activity programs and childcare management systems and practices. ▪ Provide advice and support to school age care supervisors in the development of school age care activity programs, service development plans and school age care service budgets ▪ As part of a wider training needs approach, identify skills deficiencies of school aged care staff and propose and deliver approved relevant training plans ▪ Deliver training to Association staff in <i>HubWorks</i> and other relevant school age care information and operational needs and submit post-training monitoring assessment reports to identify effectiveness of training delivered ▪ Contribute to/develop written administration procedures which ensure school age care activities are effective, and satisfy Association operating requirements and statutory reporting <p>Management Reporting:</p> <ul style="list-style-type: none"> ▪ Ensure State Office SAC reports (EoM, EoFY, periodic, etc) are accurate and on time ▪ Participate in the development of Association SAC development plans and associated activities ▪ Competent operation of Microsoft Office software, particularly Word and Excel. ▪ Implement effective office administration procedures to ensure school age care activities satisfy Association and statutory reporting and operating requirement ▪ Provide school age care-related support services to the State Manager, School Age Care Services ▪ In collaboration with the State Manager, School Age Care Services (1) identify key performance indicators and other business drivers, (2) devise data collection systems and (3) provide reports to management as required ▪ Contribute to a School Age Care Services Sub-Program Annual Work Plan, (detailing planned activities, time frames, resourcing and budget requirements), and contribute to regular activity and financial progress reports to management as required. ▪ Ensure the State Manager, School Age Care Services and other Association Managers receive timely and comprehensive information and advice on school age care operations matters impacting on their portfolio responsibilities 	<p>School age care operations and systems improvement:</p> <ul style="list-style-type: none"> ▪ Support to Branch SAC operations is effective, timely and accurate, specifically: - <ul style="list-style-type: none"> ○ Reports are sent to the State Manager, School Age Care Services on time and accurately reflect the range of activities being presented to children at each service including advice given ○ Self study reports are reviewed and support given during the validation period either on-site or remotely to ensure that the service meets the Quality Assurance Indicators ○ Current behaviour management strategies are reviewed ▪ Branch school age activity programs are reviewed at least annually and reflect industry 'better practice' ▪ School age care development plan outputs/outcomes and budgets complement Branch Operational Plans ▪ Staff training is timely, content is specific, and delivery is evaluated as effective and conveys knowledge and skills to participants ▪ Administrative procedures are accurate, easily understood and widely available <p>Management Reporting:</p> <ul style="list-style-type: none"> ▪ Active, informed participation in strategic development of Association SAC development plans and activities ▪ Enquiry turn-around time is within agreed timeframes ▪ Demonstrated effective self-management ▪ School age care management and regulatory reporting is accurate, comprehensive and timely ▪ Active, informed participation in strategic development of Association school age care sub-program development plans, activities ▪ Competent operation of <i>HubWorks</i> (at a management reporting/advanced level) and Microsoft Office software, particularly Word and Excel. ▪ Positive feedback received from peers/colleagues ▪ Information is shared in a timely and comprehensive manner

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/ colleagues ▪ 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, this includes preparedness to travel intrastate at short notice to assist services in regulatory reviews ▪ Actively support Branch childcare operations by working with Managers and Coordinators to achieve compliance with Government Regulatory Agency requirements and Association policies ▪ Need to ensure accuracy in information provided and work performed ▪ Ability to demonstrate best practice childcare services to industry regulators, Association management and internal customers 	<p>Key Communications / Interactions:</p> <p>Internal</p> <ul style="list-style-type: none"> ▪ Immediately respond to State Office and Branch needs and concerns to ensure quality of service meets required regulatory or Association standards <p>External, as required:</p> <ul style="list-style-type: none"> ▪ Government representatives on compliance and regulatory issues ▪ Sector representatives on industry advancement and activities
<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 QPS criminal history check. 2. A Degree or 4 year qualification in early childhood studies or other relevant acceptable tertiary qualifications 3. Demonstrated successful experience in implementing, monitoring and maintaining childcare operations in compliance with Commonwealth and State regulatory accreditation and licensing requirements. <p>HIGHLY DESIRABLE</p> <ol style="list-style-type: none"> 4. Demonstrated ability to work autonomously, to self-organise and prioritise tasks to achieve results. 5. Well developed interpersonal and communication skills. 6. Competency in relevant information management systems (MS Office, Numero Pro etc) 7. Demonstrated experience in the effective budgetary and workforce management of a childcare service, preferably Out-Of-School Hours Care. 8. Certificate IV in Workplace Training and/or Assessment. 	
<p>The terms and conditions of this position are regulated by the <i>QPCYWA Collective Agreement 2009-2014</i></p>	<p>HR Review / Approval Date: July 2010</p>

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