



Position Description

Position:	Team Leader\Coordinator
Reports to:	Programs Manager/Operations Manager
Department:	Outside School Hours Care (OSHC / OOSH)
Date:	2011

Primary Purpose

Outside School Hours Care (OSHC / OOSH) may include Before School Care, After School Care or Vacation Care.

The Team Leader is responsible for:

- Providing a high level of customer service.
- Planning, delivering and adapting activities for primary school aged children, which are safe, fun, stimulating and carry educational value.
- The welfare and safety of children at all times.
- Delivering high-quality and value-for-money activities.
- Following Extend policies and procedures.

Position in Context

The Team Leader is responsible to the Programs Manager. The role of the Team Leader includes building collaborative partnerships with all stakeholders, adequately supervising children and championing the health, safety and wellbeing of children, managing service operations, and developing an environment conducive to team work, cooperation and respect.

The Team Leader is required to follow policies and procedures for children's safety and welfare such as attendance list procedures, health and hygiene policy, incident and accident reports, practicing evacuation procedures with children, awareness and notification of hazards and major incident reporting.

The Team Leader is responsible for adherence to the Outside School Hours Care Quality Assurance process (in consultation with and support from the Programs Manager).

Freedom to Act / Autonomy

The Team Leader is responsible for planning, adapting and delivering activities in Outside School Hours Care, and is required to exercise judgment in determining appropriate activities for the safety and welfare of the children involved in the activities.

Major Responsibilities and Duties (Key Performance Indicators)

1. Effectively co-ordinate the Outside School Hours Care Service.

- Plan, implement and evaluate a stimulating and diverse service relevant to the development needs of children attending the service including those with additional needs.
- Continually seek to improve the quality of the program delivered at the service.
- Develop structured daily routine and establish appropriate rules and boundaries for children that encourage positive behaviour.
- Maintain an excellent standard of organization, hygiene and cleanliness of program premises and facilities.
- Administer and adhere to policy and procedures that ensure the health and safety of those using the service.
- Facilitate effective interaction between groups and individuals utilising the service.
- Apply knowledge of legal issues relevant to caring for children.
- Maintain security procedures for the acceptance and release of children.
- Attend Outside School Hours Care training and networks when appropriate.
- Operate service in accordance with the National Standards for Outside School Hours Services.
- To guide the service, staff, families and school community through the Outside School Hours Quality assurance process with the Programs Manager.

2. Communication and liaison with families and the community

- Develop and maintain a positive partnership with parents and guardians. This involves greeting parents on their arrival at the service and informing them of any relevant information regarding their children and listening to and actioning, where necessary, parent/guardian feedback.
- Establish and maintain links with the school community, local networks, resource agencies and other relevant organisations.

3. Staff communication and supervision

- Supervise and support staff in carrying out their duties and responsibilities.
- Ensure Assistants are informed of all relevant matters affecting the operations of the service.
- Organise and run on-site staff meetings.
- Implement procedures that ensure the health and safety of those working in the service.
- Undertake a process of induction with new staff.
- Be involved in the annual staff review in conjunction with management.

4. Administration

- Maintain accurate records related to the operation of the service as required. This may include confidential records.
- Responsible for ensuring attendance records or other necessary details are accurate for Extend to administer CCB payments to families.
- Complete accident, medical and medication administration records.

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- Be familiar with medical details of children attending the service and advise/train staff.
- Be familiar with the school emergency procedures and practice evacuation procedures with children.
- Contribute to the Self Study Report as part of the Outside School Hours Care Quality Assurance process.
- Understand Extend's procedures for issuing invoices and collecting payments and if necessary, refer parents to Head Office for additional information and support.

5. Management Support

- In consultation with the Programs Manager implement and evaluate procedures that relate to the service policy, operation and equipment requirements.
- Provide any information or necessary reports within designated timeframes.
- Attend staff meetings as required.

6. Organisational Relationships

- Supervise Assistants and volunteers.
- Report to the Programs Manager and Quality Assurance Manager as required.

Key Contacts

Internal

- Report to the Programs Manager and keep him/her apprised of activities.
- Work co-operatively and effectively with administrative support staff.
- Work co-operatively and provide support and guidance for assisting staff and volunteers.

External

- Parents and children associated with holiday activities.
- Representatives from the school community including staff of the host school/facility.

Competencies (Knowledge Skills and Experience)

- A commitment and understanding of the Extend (Australia) vision, mission and values.
- An ability to deliver stimulating and fun activities for children in a safe and secure environment.
- Enrolment in or completion of a relevant Children's Services qualification, in accordance with the National Quality Framework
- Level 2 First Aid, Anaphylaxis and Asthma Management certification.
- A previous involvement with, and understanding of, children's activities.
- Excellent communication and customer service skills.
- Very good administrative and organisational skills.
- The ability to supervise and encourage children to have fun within a safe environment.

Conditions of Employment

Position

This is a casual position based on the needs of the program and school.

Working Environment

Extend is committed to providing a working environment free from harassment.

Extend is a smoke free environment.

Extend has a high level of customer focus and is committed to delivering high-quality activities.