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| POSITION TITLE | Out of School Hours Care (OSHC) Team Leader | | |
| POSITION OVERVIEW | The OSHC Team Leader is responsible for managing the day to day operations at the Service and ensuring the delivery of quality care, leading the team, ensuring compliance and building strong relationships with the children, families, school personnel and colleagues. | | |
| CLASSIFICATION | CSA Level 4 - 5 | SERVICE AREA | Children's Services |
| EMPLOYMENT STATUS | <input type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual | HOURS PER WEEK | 37.5 |
| LOCATION | Various | | |
| IMMEDIATE MANAGER | OSHC Service Manager or Coordinator (as applicable) | | |
| INDUSTRIAL AGREEMENT | Woden Community Service Inc - Caring for Our People, Building Our Capability to Serve, Enterprise Agreement 2021-2023. | | |
| REPORTING RELATIONSHIPS | | | |
| NO OF DIRECT REPORTS | Various | NO OF INDIRECT REPORTS | Varies |
| KEY RELATIONSHIPS | | | |
| INTERNAL | OSHC team members, OSHC Service Manager or Coordinator, OSHC Staffing Coordinator, OSHC Manager, Children's Services Director, Inclusion Support Officer, Quality & Compliance Team, Educational Leader, Finance Team, Enrolment Team. | | |
| EXTERNAL | Families, Children, Education Directorate staff, community members | | |
| KEY ACCOUNTABILITIES | | | |
| <ul style="list-style-type: none"> ▪ Apply National Principles for Child Safe Organisations, as applicable for the role. ▪ Ensure a high-quality service that complies with all regulatory and legislative requirements. ▪ Ensure National Quality Framework approach in developing, delivering and evaluating the service educational program. ▪ Provide a supportive and inclusive environment for families, including children with additional needs. ▪ Liaise regularly with school staff to ensure clear communication. ▪ Assume responsible person for the service area that you are managing. ▪ Promote and model open communication with families, through programming apps, newsletters, and daily conversations. ▪ Ensure all staff and volunteers are aware of their responsibilities and roles in relation to Active Supervision, Mandatory Reporting, reportable conduct, Emergency Procedures and other policies and procedures. ▪ Ensure a high level of employee performance is achieved through coaching, mentoring and providing professional support to all educators. ▪ Assist with the implementation and ensure the adherence of Out of School Hours Care (OSHC) policies and procedures by all educators | | | |

- Work within financial resources and assist the Coordinator/Service Manager to monitor program spending.
- Support the Service to drive continuous quality improvement and development of service area, including for the Assessment and Rating process using the Quality Improvement Plan and Strategic Inclusion Plan, while working collaboratively across service boundaries.
- Provide regular communication of feedback and information to the relevant team members.
- Engage in the evaluation of performance with your immediate supervisor and actively seek opportunities to develop professionally and personally.
- Actively participate in staff/team meetings, organisational activities and various community events.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles
- Perform other duties as directed by the Manager

EXPERIENCE & QUALIFICATIONS

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| Essential | <ul style="list-style-type: none"> • Diploma in Early Education and Care (or ACEQA approved equivalent). • Extensive skills, knowledge and experience in OSHC, including demonstrated use of the My Time, Our Place and Early Years Learning frameworks. • Sound knowledge of the Education and Care Services National Law, Education and Care Services National Regulations. • Demonstrated effective interpersonal, leadership and people management skills. • Demonstrated good communication including verbal and written that engender positive relationships and influence stakeholders effectively to resolve functional issues. • Demonstrated ability to work effectively and collaboratively in a team. • Reliable, punctual and mature attitude to work. • Demonstrated understanding of professional boundaries, privacy and confidentiality. • Current first aid certificate in an education and care setting (including asthma and anaphylaxis). |
| Desirable | <ul style="list-style-type: none"> • Demonstrated experience using Childcare Subsidy System (QikKids, QKEnrol). • Current driver licence and own car. |
| Other | <ul style="list-style-type: none"> • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. • Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration. |

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| Document History | Original: January 2020 | Revised: September 2024 | Version: V11 |
| Employee's name | | Signature | DATE |