

POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Children Services Coordinator	Designation and Classification Level	RGRC Level 6/7
Position No	2158	Division	Community Services & Engagement
Business Unit	Community Services	Reports To	Children Services Manager
Location	Katherine	Date Created	March 2023
2. POSITION CONTEXT			
Position Summary/ Purpose	<p>Provide effective and efficient administrative support to the children services programs such as Crèche, School Nutrition Projects (SNP) and Outside School Hours Care (OSHC) in a courteous and professional manner.</p> <p>To provide leadership and operational management for the OSHC program to ensure contractual compliance and quality outcomes for the children and all stakeholders.</p>		
3. KEY RESPONSIBILITIES			
<p>1. Service Delivery, Planning and Monitoring</p> <ul style="list-style-type: none"> Plan and implement learning activities for the school children outside school hours with adequate supervision and quality care to enrich their learning development in line with "My Time Our Place" frameworks set by ACECAQ (Australian Children's Education & Care Quality Authority). Coordinate the OSHC program involving supporting staff, financial budgeting, reporting requirements and compliance with the funding agreement. Provide a safe and nurturing learning environment for the OSHC program where children are treated with a high level of respect and opportunity to thrive in the learning environment. Complete compliance audits to all children services programs. Assist Children Services Manager with contractual compliance with all Children Services programs. Perform all administrative duties associated with the day to day operation for the Children Services department in a timely and competent manner. Management of procurement and logistical operations for Children Services programs, including raising orders, amendments, quoting, tracking deliveries and receipting. Assist with monitoring of debts, including reporting concerns to the Children Services Manager in relation to debt management for statistics and reports. Process and maintain client enrolments, client's statistics, Childcare Subsidy, client statements, staffs details, training records and relevant documents into the Council's software. Assist in facilitating HR processes including maintain mandatory compliance requirements for all Children Services employees, and other duties required. Undertake reasonable duties within the scope of the relevant level as directed by the Supervisor/Manager. <p>2. Organisational Sustainability</p> <ul style="list-style-type: none"> Answer courteously and efficiently to face to verbal and written inquiries from internal and external stakeholders. High level of contact with Coordinators and stakeholders and other work areas within the organisation. Ensure schedule reminders, meeting arrangements and calendar arrangements are met. <p>3. Quality and Continuous Improvement</p> <ul style="list-style-type: none"> Assist the Council staff with enquiries on behalf of the Community Services department. Maintain strict confidentiality of Council and client information. Communicate appropriately with clients and colleagues. 			

- Ensure the policies and procedures of Roper Gulf Regional Council are adhered to and all resources effectively deployed.
- Contribute to continuous improvement by involvement in staff meetings, planning days and feedback mechanism.
- Participate in training programs and seminars to enhance professional performance.

4. Work Health and Safety (WHS)

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work-related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
 - Correct minor hazards as applicable.

5. SELECTION CRITERIA

ESSENTIAL

1. Tertiary qualification equivalent to Diploma Early Childcare Educator and Care, Cert III Community Services, and/or knowledge and skills gained through on-the-job training.
2. Strong interpersonal skills and able to solve day to day work issues and refer problems to supervisors for resolution.
3. Experience in workforce and resourcing planning to ensure continuity of service delivery
4. Demonstrated organisational skills with the Ability to plan at an operational level and coordinate resources effectively while monitoring the goals, targets, outcomes and objectives of the team, and individual employees.
5. Excellent written and verbal communication skills with demonstrated ability to communicate effectively with a wide range of clients and stakeholders.
6. Demonstrated ability to work effectively in a cross cultural environment and are aware of the issues affecting people in remote Indigenous communities.
7. Proficient in the operation of various computer packages and software programs, in particular MS Office Suite, data collection and entry, and developing and maintaining spreadsheets.
8. Demonstrated ability to be discreet and maintain a high level of confidentiality.
9. Sound knowledge and implementation of Work Health and Safety practices and principles.

DESIRABLE

1. Certificate IV in Business Administration or experience in Childcare Administration
2. Experience in a Local Government environment and knowledge of the Local Government Act, or the ability to acquire it.
3. Current First Aid Certificate, or willing to participate in training to obtain qualification.
4. Minimum two (2) years office administration experience, in particular childcare administration.


MANDATORY REQUIREMENTS

1. Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
2. Current Criminal History Check (issued within three (3) months) or undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy.
3. Current Northern Territory "C" Class Drivers Licence with manual driving capacity.
4. Current Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.

TRAVEL REQUIREMENTS

This position is based in Katherine and you may be required to travel and work in remote communities, including overnight stays, in the Roper Gulf Regional Council area.

ACKNOWLEDGEMENT

GENERAL MANAGER	David Hurst	Date Approved: 23/5/23	Signature: 
Employee Name		Date:	Signature:

