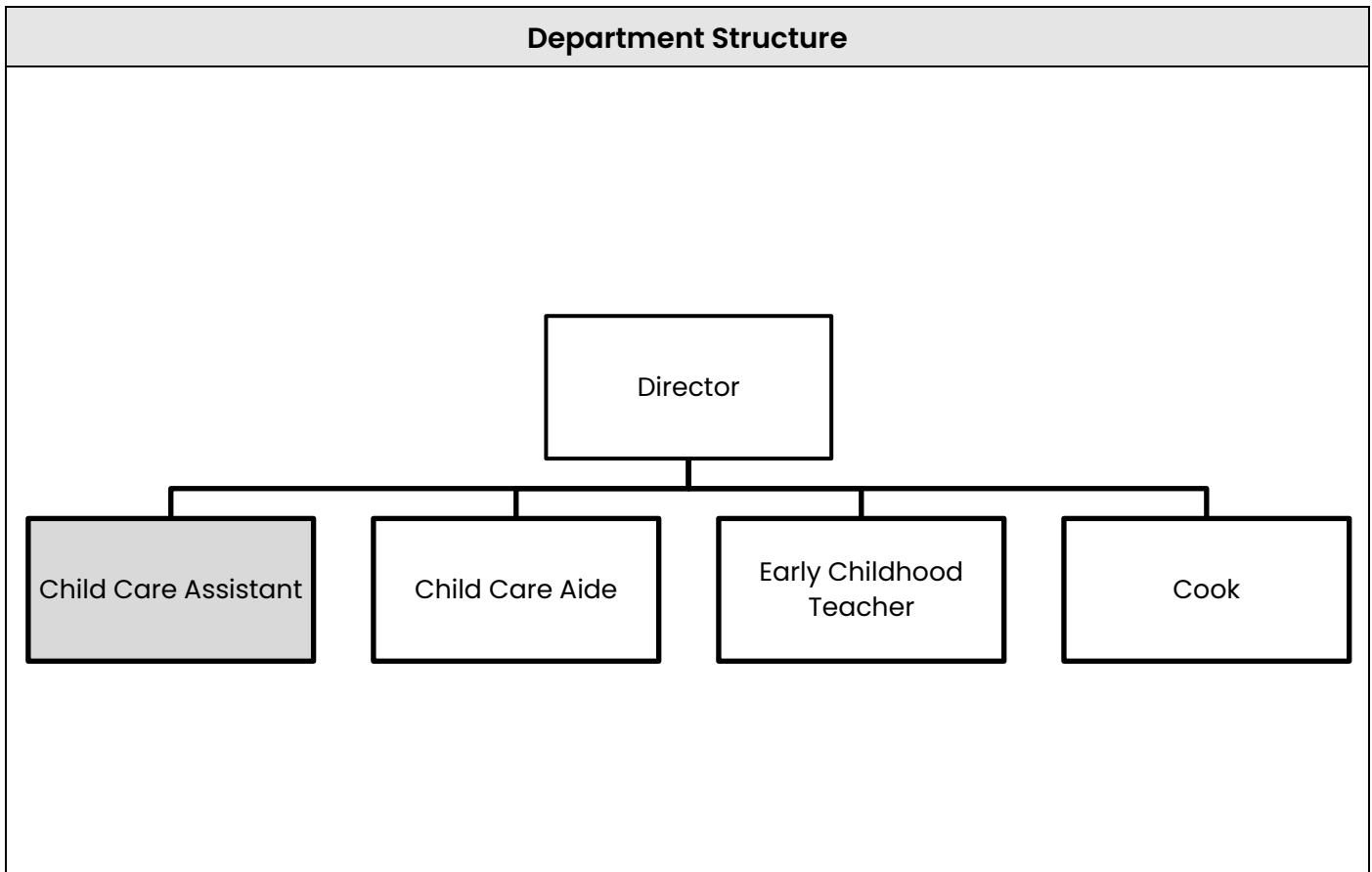


Position Description

Position Title:	Child Care Assistant 0 – 12 years
Band Level Grade:	Grade B
Department:	Children’s Services
Date:	June 2023

Position Purpose

To contribute to the holistic development of children from 0-12 years through provision of a high quality program in a team based environment.



Key Result Areas

1. Support and Supervision

Major Tasks

- Interact with all children
- Meet the required legislation and written centre supervision plans
- Demonstrate flexibility
- Demonstrate an understanding of child development
- Recognise and respond to each child's needs
- Guide children's behaviour using positive techniques

2. Programming

Major Tasks

- Observe, write, implement and evaluate programs
- Use current early childhood practices to develop programs

3. Environment

Major Tasks

- Set out, pack up, clean and maintain an environment that meets the needs of all children in care and the relevant legislative requirements

4. Communication

Major Tasks

- Create partnerships with each family
- Ensure practices are inclusive of the diverse community
- Follow communication channels set down by Penrith City Council
- Demonstrate positive written and verbal communication
- Ensure all attempts are made to effectively resolve conflicts within the team environment
- Maintain confidentiality at all times

5. Customer Service

Major Tasks

- Provide effective service to Council customers and the community
- Provide effective service to internal customers
- Accurately identify the needs of customers
- Take action to satisfy customer needs
- Present a positive image of Council

Key Result Areas

6. Corporate Governance and Effective Work Practices

Major Tasks

- Work as part of a team
- Ensure all work is completed accurately and on time
- Support other team members
- Actively listen and use positive communication techniques
- Work within the policies, guidelines and statutory requirements for the work being undertaken
- Follow defined WHS guidelines, and maintain a clean and safe workplace
- Provide effective customer service, always be conscious of Council's public image
- Deal with the public in a courteous manner and promote council in a positive way
- Undertake alternative duties as directed from time to time
- Supervise and/or train staff (after sufficient experience with Council)

7. Work Health and Safety (WHS)

Major Tasks

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

Performance Expectations

- Work completed is accurate and attention to detail is demonstrated
- Work from any of Council's Children's Services and carry out other duties as required
- Initiative is used in solving workplace problems and contribution is made to workplace change
- Punctuality and attendance is satisfactory and leave is planned well in advance
- Time is managed efficiently and work is completed within reasonable timeframes
- Work is completed inline with WHS guidelines and contribution is made to WHS consultative process
- Effective communication and interpersonal skills are applied
- Motivation and cooperation are demonstrated
- Undertake training as directed
- Commitment to EEO and anti discrimination is demonstrated
- Council resources are used efficiently

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- Completed or be currently completing a Certificate III in Children's Services or equivalent qualification
- Understanding of the Early Years Learning Framework
- Experience working with children 0-12 years or working in a child care centre
- Commitment to best practice child care
- Proven communication and team skills
- Current First Aid Certificate
- Commitment to caring for children with disabilities/additional needs
- Commitment to Equal Employment Opportunity and Work Health and Safety Principles

Desirable

- Commitment to Quality Improvement and Accreditation
- Anaphylaxis and Asthma Management Training
- Current LR Driver Licence
- Child Protection Certificate (Identify and Respond to Children and Young People at Risk)

Position Based Core Skills Training

- Work Health and Safety
- Equal Employment Opportunity and Diversity
- Governance
- Drug and Alcohol Control Policy
- Manual Handling
- Hazard Identification
- Code of Conduct

Values and Behaviours

Penrith City Council and Staff support the following Values and Behaviours:

Integrity

- I am honest, ethical and maintain public trust
- I do what I say I'm going to do and I stand up for what I believe in
- I set a standard to be proud of amongst the community
- I do the right thing - even when no-one is looking

Selflessness

- I am willing to put others before me and assist them when needed
- I put the good of the Council and the community above personal goals
- I support sustainability and cater for the wellbeing of future communities
- I uphold social justice principles

Accountability

- I take responsibility for decisions and actions, whatever the outcome
- I take responsibility for work, behaviour and how resources are used
- I ensure a safe and healthy workplace
- I take ownership of my work
- I operate within delegations

Honesty

- I tell the truth and correct misinformation
- I will refuse any bribes and I do not steal
- I trust in our relationships
- I ensure duties are undertaken in a lawful manner

Leadership

- I take responsibility and I am a good role model
- I inspire others in the organisation and community to be the best they can
- I have the courage to do the right thing
- I listen and communicate clear directions and actions
- I am creative and innovative

Impartiality

- I am always fair and treat people equally
- I am understanding and act objectively
- I separate personal interests from work responsibilities
- I base all decisions on merit and facts I am consistent in the application of processes

Openness

- I am transparent and straight-forward
- I am able to discuss problems or concerns and give reasons for decisions
- I share information appropriately
- I am obliged to report wrong-doing

Values and Behaviours

Respect

- I treat others fairly and objectively
- I value and accept other people's differences
- I treat others with dignity, kindness and in the spirit of service
- I treat people how I would like to be treated
- I recognise the worth of individuals

PENRITH CITY COUNCIL CAPABILITY FRAMEWORK

Our Capability Framework provides a set of 25 capabilities, expressed as behaviours, which set out clear expectations about performance and articulates what 'good' looks like in our organisation. The capabilities are underpinned by our core values and are grouped into 5 clusters: 'Leading Best Self,' 'Leading Human Connection,' 'Leading Optimal Results,' 'Leading People Authentically' and 'Leading Strategic Direction.' The capabilities act like building blocks and increase in complexity from the bottom to the top, as well as from left to right, across the framework. The capabilities are shaded according to the expectation for the role, being 'Core', 'Growth', 'Assumed' or 'Not in Scope' capabilities. The cumulative nature of the capabilities under each cluster, means an employee should be able to demonstrate the behaviours required of each capability, up to and including the capability deemed 'Core' for their role.

CHILD CARE ASSISTANT CAPABILITY MAPPING

LEADING BEST SELF	LEADING HUMAN CONNECTION	LEADING OPTIMAL RESULTS	LEADING PEOPLE AUTHENTICALLY	LEADING STRATEGIC DIRECTION
INNOVATING Creative thinker that finds and implements new ways of doing things	INFLUENCING Can think on their feet and persuade a group of individuals towards their ideas and thinking	LEADING PROJECTS AND CHANGE Leads projects and change initiatives, demonstrating the 'art' and 'science' of project and change management	LEADING ORGANISATIONAL CULTURE Emanates inspirational and authentic leadership, walking the talk, creating a culture of trust and leading through ambiguity	CREATING ORGANISATIONAL VISION AND STRATEGY Creates a compelling vision and strategy to meet the needs of the community both now and into the future
EMBRACING CHANGE Open to change, takes on a positive outlook and adapts well to new ways of doing things	FACILITATING DISCUSSION Confident in presenting ideas to a group, facilitating discussion and managing group dynamics	WORKING COLLABORATIVELY Actively networks, builds relationships and works with others cross-functionally and/or with a broad range of stakeholders, to drive stronger results	FOSTERING TEAM EFFECTIVENESS Builds a supportive and collaborative team environment, fosters team spirit and trust	DEMONSTRATING BUSINESS ACUMEN AND PLANNING Understands business principles and financial implications and uses this to optimise business performance and inform strategic planning
MAINTAINING COMPOSURE Stays calm under pressure and practices self-care to manage stress	DELIVERING THE 'CUSTOMER PROMISE' Dedicated to serving the customer needs, both internal and external, and other stakeholders	CONTINUOUSLY IMPROVING Committed to improving the quality, efficiency and effectiveness of work processes and projects	LEADING WITH COURAGE Confident in having difficult conversations and is able to provide constructive feedback whilst maintaining the relationship	DECISION MAKING Makes decisions which are strategic and likely to have long-term impacts
DEVELOPING SELF Committed to self-improvement, welcomes feedback, seeks learning opportunities and is self-aware	WORKING TOGETHER Team player who helps and cooperates with others	PROBLEM SOLVING Uses sound judgement and logic to solve day-to-day problems	LEADING A TEAM Leads a team to perform by delegating effectively, setting clear expectations and providing feedback on performance and behaviour	MANAGING RESOURCES Effectively manages budgets, time, costs and other resources
TAKING ACCOUNTABILITY Reliably contributes, follows policies and procedures, upholds organisational values and keeps promises	COMMUNICATING Effective communicator (verbal and written) including the use of appropriate body language	PLANNING AND ORGANISING Prioritises tasks and works in an organised way to get things done effectively	MENTORING OTHERS Mentors others to help them learn and develop	ANALYSING AND INTERPRETING Uses analytical thinking to critically evaluate information and data in order to provide meaningful insights

KEY:

ASSUMED CAPABILITY

CORE CAPABILITY

GROWTH CAPABILITY

NOT IN SCOPE

CAPABILITY FRAMEWORK - BEHAVIOURAL DESCRIPTORS

Each capability has a set of 'Behavioural Descriptors' which describes the types of behaviours (the 'how') linked to each capability. The table below outlines the day to day 'behavioural expectations' of the 'Core' and 'Growth' capabilities of a proficient employee in the role. It also details the 'Enhancing Behaviours' to articulate what 'going the extra mile' or 'above and beyond' looks like. The list of 'Behavioural Descriptors' are not intended to be exhaustive, rather they are provided as examples of the types of behaviours expected, to help bring the capability to life.

CAPABILITY	BEHAVIOURAL EXPECTATIONS	ENHANCING BEHAVIOURS
<p>TAKING ACCOUNTABILITY Reliably contributes, follows policies and procedures, upholds organisational values and keeps promises</p> <p>LEADING BEST SELF</p>	<ul style="list-style-type: none"> • Brings their 'best self' to work • Behaves ethically and with integrity at all times • Adheres to code of conduct, policies and procedures, and WH&S guidelines • Demonstrates Council's core values and safety values, in all they do • Consistently delivers what's agreed, accurately and on-time • Uses Council resources efficiently • Does what they say they will do • Asks for help when needed 	<ul style="list-style-type: none"> • Holds themselves to high account - 'rights wrongs' • Calls out unprofessional behaviour in an appropriate way • Speaks up respectfully when they believe something is wrong/unsafe/could be done differently • Proactively takes ownership of their actions • Takes ownership of difficult issues or mistakes • Builds trust with others by reliably delivering on their commitments
<p>DEVELOPING SELF Committed to self-improvement, welcomes feedback, seeks learning opportunities and is self-aware</p> <p>LEADING BEST SELF</p>	<ul style="list-style-type: none"> • Seeks and learns from feedback • Makes the most of learning opportunities by getting involved, staying curious and asking questions • Seeks opportunities for learning and additional responsibility • Is interested in and seeks information on industry trends and best practice • Practices a process of self-reflection 	<ul style="list-style-type: none"> • Seeks a deep understanding of self, including strengths, areas for growth, values, blind spots, habits and biases • Aware of their impact on others • Experiments and puts new learnings into practice • Keeps up to date with industry trends and best practice • Challenges themselves in order to learn • Strong career ambition • Stays honest with themselves • Is comfortable with being 'uncomfortable'
<p>MAINTAINING COMPOSURE Stays calm under pressure and practices self-care to manage stress</p> <p>LEADING BEST SELF</p>	<ul style="list-style-type: none"> • Can handle stressful situations calmly • Stays focused on the issues at hand • Does not allow anger, frustration or anxiety to get the better of them • Does not allow emotion to cloud their judgement • Actively listens and responds appropriately • Seeks support and takes time out when necessary • Does not take things personally • Maintains a positive attitude to neutralise disruption • Includes self-care practices in their day-to-day routine 	<ul style="list-style-type: none"> • Calming influence on others • Reliable and can be counted on in tough times • Shows appropriate vulnerability • Demonstrates emotional intelligence • Solution driven and looks for ways to keep moving forward • Speaks with conviction and confidence • Is in tune with their emotional and mental reserves and finds balance to alleviate stress

<p>EMBRACING CHANGE Open to change, takes on a positive outlook and adapts well to new ways of doing things</p> <p>LEADING BEST SELF</p>	<ul style="list-style-type: none"> • Shows openness • Willing to try a new approach • Copes with ambiguity • Easily transitions to the new and different • Supports change initiatives • Open to hearing diverse points of view • Focuses on and shares the benefits • Maintains a positive outlook • Enthusiastic and excited by new ideas 	<ul style="list-style-type: none"> • Learns new things quickly • Resilient and persists when faced with challenges and setbacks • Shifts gears and pivots easily • Acts as a change advocate • Willing to be the only champion for an idea or position • Will stand up and be counted • Challenges constructively but then supports change, even if they do not totally agree • Actively supports and shows empathy towards people who are struggling with the change
<p>COMMUNICATING Effective communicator (verbal and written) including the use of appropriate body language</p> <p>LEADING HUMAN CONNECTION</p>	<ul style="list-style-type: none"> • Speaks clearly and articulately • Responds to written communication in a timely and professional way • Uses appropriate body language • Maintains eye contact • Shows empathy • Actively listens and allows others time to speak • Paraphrases and checks understanding • Chooses the right environment to deliver the message • Tailors the message to suit the target audience 	<ul style="list-style-type: none"> • Confident communicator • Delivers key messages with conviction • Writes in a well-structured, concise and compelling way • Finds common ground • Readily develops rapport • Aligns body language to be inclusive and warm with positive eye contact, genuine smiles and open postures
<p>WORKING TOGETHER Team player who helps and cooperates with others</p> <p>LEADING HUMAN CONNECTION</p>	<ul style="list-style-type: none"> • Is open and relates well to others • Respects diversity and is inclusive • Shows genuine care and concern for others • Co-operates and is flexible • Readily shares ideas • Shares the load and the credit • Treats others as equal partners • Has their team members' backs 	<ul style="list-style-type: none"> • Assumes positive intent in others • Puts team goals ahead of individual goals • Gets onboard with team decisions, even if they initially disagreed • Candid and solves problems with peers discreetly • Prioritises human connection and relationships • Creates diverse opportunities to connect with others • Leverages technology to bring people together • Creates a culture of belonging

<p>DELIVERING THE 'CUSTOMER PROMISE' Dedicated to serving the customer needs, both internal and external, and other stakeholders</p> <p>LEADING HUMAN CONNECTION</p>	<ul style="list-style-type: none"> • Greets promptly, reaches out to help and gives full attention • Presents a positive image of Council • Builds rapport and respectful relationships • Polite, friendly, smiles and uses the customer's name (when available) • Uses appropriate body language • Actively listens, shows empathy and uses effective questioning • Acts promptly in routine situations and agrees on a clear course of action in non-routine situations • Takes ownership of a problem and customises the best solution • Understands that anyone who contacts you is a customer • Puts the customer at the centre - both internal and external customers • Keeps things simple and shares quality information • Is professional and calm when dealing with difficult customers • Hears the customer out, empathising, apologising and taking personal responsibility for the resolution of the customer's problems/issues 	<ul style="list-style-type: none"> • Establishes a strong personal brand with key stakeholders • Builds customer loyalty and 'promoters' • Learns and uses a customer's name (even when not readily available) • Takes opportunities to exceed customer expectations without making unreasonable commitments • Monitors and evaluates customer concerns, issues, and satisfaction • Gets first-hand customer exposure and uses it for improvements • Involves the customer in decisions that impact them (when appropriate) • Promptly de-escalates upset customers • Uses effective conflict resolution skills
<p>FACILITATING DISCUSSION Confident in presenting ideas to a group, facilitating discussion and managing group dynamics</p> <p>LEADING HUMAN CONNECTION</p>	<ul style="list-style-type: none"> • Confident leading a group discussion or presenting • Commands attention and keeps the group focused on the agenda • Creates opportunities to include all members of the group • Engages the group with analogies, humour, confidence, eye contact, hand gestures, body language, voice inflection etc. at the appropriate times • Adjusts for different learning styles • Draws questions and input from the audience • Can change tack when something isn't working • Leverages presentation technology to engage and encourage participation 	<ul style="list-style-type: none"> • Incites the best from others in order to generate meaningful dialogue • Responsive to and in control of group dynamics • Demonstrates emotional intelligence • Able to deliver a difficult message while maintaining relationships • Calmly deals with hecklers • Leads impactful group activities • Innovative delivery of key messages • Gets the group thinking with effective questions • Handles a range of questions well • Acts quickly when problems arise

<p>PLANNING AND ORGANISING Prioritises tasks and works in an organised way to get things done effectively</p> <p>LEADING OPTIMAL RESULTS</p>	<ul style="list-style-type: none"> • Plans and works to a schedule • Works in a structured and organised way • Sets goals and stays focused on the end goal • Prioritises critical tasks and adjusts them appropriately • Reaches out for help if needed • Uses time effectively • Able to effectively delegate as needed • Plans ahead and anticipates obstacles • Stays on top of priority initiatives without dropping the ball on the smaller/routine tasks 	<ul style="list-style-type: none"> • Able to effectively multi-task • Gets things done • Re-prioritises tasks when required and keeps stakeholders updated • Manages competing priorities • Pushes back and able to say 'no' if it conflicts with strategic priorities • Gets more done in less time
<p>PROBLEM SOLVING Uses sound judgement and logic to solve day-to-day problems</p> <p>LEADING OPTIMAL RESULTS</p>	<ul style="list-style-type: none"> • Ask questions to better understand and pinpoint the problem • Gives an honest assessment • Breaks down issues • Seeks different views and perspectives • Generates workable solutions in a timely manner • Escalates more complex problems to the right people, at the right time • Uses effective and logical decision making skills to plan, organise and navigate day-to-day problems • Sets clear goals and plans out how to execute them based on logic 	<ul style="list-style-type: none"> • Addresses underlying issues and finds the best possible course of action • Anticipates problems and addresses them before they become major issues • Evaluates each option on its merits, risks and issues • Conducts analysis to understand the root cause of the problem • Looks beyond the obvious and doesn't stop at the first answer • Applies innovative problem solving • Sees problems as opportunities • Demonstrates experience and seen as the 'go-to' person for successful troubleshooting
<p>CONTINUOUSLY IMPROVING Committed to improving the quality, efficiency and effectiveness of work processes and projects</p> <p>LEADING OPTIMAL RESULTS</p>	<ul style="list-style-type: none"> • Strives towards best practice • Committed to continuous improvement • Spots opportunities to do things differently • Uses technology to generate efficiencies • Seeks expert opinions and advice • Uses business data and trends to inform improvements • Focused on results and desired outcomes • Values diversity - leveraging on individual/ personal and professional differences to come up with creative solutions 	<ul style="list-style-type: none"> • Sets a high standard for quality • Driven by excellence • Re-engineers processes to optimise them • Creates opportunities for others to contribute to discussion and debate • Creates a safe learning environment and encourages experimentation • Finds innovative ways to measure, review and implement improvements • Values and engages people with cognitive diversity to foster creative problem solving and innovation

ANALYSING AND INTERPRETING

Uses analytical thinking to critically evaluate information and data in order to provide meaningful insights

LEADING
STRATEGIC DIRECTION

- Researches and integrates information from a variety of sources
- Uses best practice methodologies
- Able to think analytically
- Considers information from multiple angles
- Conscientiously focuses on getting details right when it matters most
- Reports accurate and reliable data or information
- Critically evaluates information and data and remains objective
- Identifies patterns, trends, associations and cause-effect relationships
- Draws logical conclusions based on the data
- Provides insights that add value to the business
- Reports findings in a meaningful way to help inform strategic direction
- Makes appropriate recommendations based on the available evidence