

Position Description

Position Title:	Occasional Care Team Leader
Classification:	Senior Staff Rate 9
Business Unit:	Glen Eira Leisure
Reports to:	Co-ordinator Early Years Education and Care
Approved by:	Manager Family Youth and Children Services
Reviewed:	April 2024

1. About the City of Glen Eira

The City of Glen Eira is located in Melbourne's south-east suburbs, approximately 10 kilometres from Melbourne's central business district. The City includes the suburbs of Bentleigh, Bentleigh East, Carnegie, Caulfield, Caulfield East, Caulfield North, Caulfield South, Elsternwick, Gardenvale, Glen Huntly, McKinnon, Murrumbeena, Ormond and part of the suburbs of Brighton East and St Kilda East.

Glen Eira has a vibrant and diverse community which is proud of its cultural heritage. It has 68 beautiful parks, 45 sporting ovals, 40 educational institutions, 35 strip shopping centres and almost 6000 businesses. It is home to more than 141,000 people and significant Melbourne icons such as Ripponlea, the Caulfield Cup, Yarra Yarra Golf Club, the Jewish Holocaust museum and much more.

2. About our Organisation

Glen Eira City Council aims to be an organisation that is high performing, values based and one that strives for innovation. We are proud of our achievements and have been recognised as an employer of choice over recent years. We endeavor to recruit people who share our values, are proud of the work they do and have a desire to make a difference to our community.

Glen Eira City Council is committed to reconciliation and supports Aboriginal and Torres Strait Islander aspirations. We encourage applications from Aboriginal and Torres Strait Islander people and value the knowledge, skills and talents they could share with our workforce and community.

Glen Eira City Council plays a leading role in taking strong action on the climate emergency and raising awareness to ensure a sustainable, safe and healthy future for us all. To help us achieve these outcomes, we all have the responsibility to embed climate change action in everything we do. This includes reviewing individual work to identify how we can make a difference in Council and the community to reduce environmental impacts and raise awareness.

Values

We are committed to the values which underpin our organisational culture, and how we work. Our five values are:

- Service Excellence – *Delivering for our community*
- Collaboration – *Working better together*
- Innovation – *Expressing ideas and adding value*
- Respect – *Being understanding and considerate*
- Integrity – *Being open and honest*

2.1 Organisational Structure

Glen Eira City Council's structure comprises four Directorates and two executive management portfolios (People and Culture and Finance) all reporting to the Chief Executive Officer. The four Directorates are:

- Sustainability, Assets and Leisure;
- Customer and Corporate Affairs;

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- Planning and Place;
- Community Wellbeing

These Directorates and the departments within them are responsible for ensuring the delivery of high quality and cost-effective services that make a difference to our community. In conducting their business, they aim to be client focused and open to innovation and continuous improvement.

3. Position Purpose and Background

- To co-ordinate the operation of a 30 place, Occasional care service ensuring the maintenance of high quality services that are responsive to customers and adhere to Children's Services Act 1996 and the Children's Services Regulations 2020 and Council policies and guidelines.
- Provide direct care to children on a part-time basis
- Complete all required administrative tasks associated with the delivery of the education and care program including legislative compliance

4. Working Relationships

Within the organisation, the Occasional Care Team Leader is required to liaise with GEL staff and other Council employees.

Externally, the role may include liaison with clients, families, regulatory authorities and other government bodies.

The Occasional Care Team Leader supervises the Occasional Care Assistants and Occasional Care Attendants.

5. Key Responsibilities

- Ensure centre operation is customer focused, adheres to Children's Services Act 1996 and Children's Services Regulations 2020, Working with Children Act 2005 and meets regulatory compliance.
- Ensure quality care for children and high levels of customer service
- Provide regular reports to the Administration and Customer Service Coordinator regarding childcare operations.
- Ensure all relevant records are accurately maintained - e.g. Staff and children's records, Sign-In book, Medication, illness, and accident/injury.
- Create programs suited to the needs of GESAC customers.
- Organise staff rosters ensuring that appropriate regulations are met.
- Work co-operatively and effectively with other team members, demonstrate appropriate practices, provide guidance, support and direction to staff.
- Ensure that the centre is operating according to all Council and centre procedures, policies and protocols.
- Respond to customer feedback.
- Monitor and contribute to the development of the childcare operating budget.
- Work in conjunction with Council Occupational Health and Safety standards.
- Continually evaluate service provision and implement service developments and improvements.
- Implement and monitor the quality standards process and ensure the service is compliant with all regulations and the Children's Services Act.

5.1 OHS, Risk Management, Equal Opportunity, Charter of Human Rights & Child Safe Standards

- Adhere to policies and procedures to minimise injury and damage to assets and property.
- Adhere to Council's Health and Safety, equal opportunity and risk management policies, plans and procedures and relevant legislation as well as act in accordance with the Charter of Human Rights.

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- Actively participate in reporting matters of health, safety and Council asset damage.
- Demonstrate and promote workplace behaviour that does not discriminate, bully or harass.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions;
- Contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures;
- Act compatibly with human rights and consider human rights when making decisions; and
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements
- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.

5.2 Accountability and Extent of Authority

The following outlines the Accountability and Extent of Authority required by the Occasional Care Team Leader:

- Directly supervising the Occasional care team
- Providing consistent and high quality education and care at a level, which achieves high quality service levels and attendance targets in accordance with Council policy and guidelines and childcare regulations.

The position has the authority and freedom to act within established operational, policy and budgetary guidelines and the provisions of relevant Acts, regulations and codes. The incumbent is responsible for keeping the Manager and Administration and Customer Service Coordinator fully briefed on significant issues of operational importance.

5.3 Judgement and Decision Making Skills

The following outlines the extent of judgement and decision making required by the Occasional Care Team Leader:

- The incumbent will make decisions ranging from those associated with day to day matters to more complex issues including management of emergency situations, ensuring all child care staff provide an effective and high quality service, maintenance of staff child ratios and, the investigation and resolution of service user complaints in accordance with Council complaint and grievance procedures.
- The incumbent will need to draw on experience and professional training to solve problems in line with procedures and guidelines, exercising discretion, initiative and creativity.
- Guidance and advice will usually be available from the Administration and Customer Service Coordinator.

5.4 Management Skills

The following describes managerial skills required by the Occasional Care Team Leader:

- Manage own time and that of staff being supervised, including setting up appropriate rosters to maintain staff / child ratios.
- Monitor and administer budget.
- Comply with legislative requirements and maximise use of childcare places to meet budgeted utilisation level.
- Meet Department of Education, and Council policies, standards and other requirements.
- Conduct regular staff meetings to ensure that staff are informed of, and are able to participate in, service planning and guideline development
- Promote teamwork and a spirit of co-operation between staff and provide leadership, direction, motivation and support to childcare staff.
- Recruit and orientate staff and oversee staff training programs.

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5.5 Interpersonal Skills

The following describes the interpersonal skills required by the Occasional Care Team Leader:

- Demonstrate a high level of verbal and written communication skills including an ability to advocate and be responsive to a wide range of people and professionals.
- A demonstrated level of interpersonal sensitivity, flexibility and ability to encourage / motivate staff.
- Well-developed problem solving and complaint resolution skills

5.6 Specialist Skills and Knowledge

The following describes the specialist knowledge and skills required by the Occasional Care Team Leader:

- Demonstrated leadership or supervisory skills
- Good level computer knowledge
- Experience with staff selection, evaluation, mentoring and review
- Experience in staff rostering
- Detailed and working knowledge of the Education and Care Services National Regulations 2011
- An understanding and commitment to the philosophy of inclusion
- Demonstrated ability to provide and facilitate high quality childcare
- Commitment to service ethos and personal service excellence

5.7 Qualifications and Experience:

- Diploma in Child Care or equivalent qualification according to the Children's Services Regulations 2020
- Recent substantial experience working as a team member in a leadership role in a Child Care Service
- A demonstrated high level of customer service
- Current First Aid Certificate – HLTAID012 or equivalent
- Asthma Certificate – 22556VIC or equivalent
- Anaphylaxis Certificate– 22578VIC or equivalent
- Apply CPR Certificate – HLTAID009 or equivalent
- Computer skills
- Successful assessment as a Nominated Supervisor with the Department of Education prior to or within the first months of employment
- Must maintain a satisfactory police check
- Must maintain a current Employee Working with Children Check

6. Performance Review

The Occasional Care Team Leader will be required participate in the Council's Performance Development and Review process. This involves planning and agreeing work and skill development objectives and reviewing and assessing achievements on a regular basis.

The Occasional Care Team Leader may also be required to carry out other such duties as are within the limits of the employee's skills, competence and training. These will be discussed as part of the Performance Review process.

7. Selection Criteria

- Demonstrated commitment and adherence to organisational values and behaviours.
- Qualifications according to the Children's Services Regulations 2020. Minimum of a Diploma in Children's Services (or equivalent)
- Demonstrated leadership and supervisory skills

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- Excellent written and verbal communication skills
- Commitment to philosophy of Inclusion
- Experience in working as a Qualified Child Care Worker and team leader
- Experience in staff rostering
- Must maintain a satisfactory Police check
- Must maintain a current Employee Working with Children Check
- Must meet the Department of Education's criteria for a Nominate Supervisor

8. Other Information

- Position is subject to the satisfactory completion of Police Records Check Employee Working with Children Check and Pre-employment medical.
- Victorian Drivers Licence is desirable.
- The position is located at the Glen Eira Sports and Aquatic Centre (GESAC) however the incumbent may be required to travel to other Council offices from time to time.
- In accordance with Council's COVID-19 Protective Behaviours Policy, the incumbent will need to demonstrate evidence of approved COVID-19 vaccinations or authorised medical exemption.