

POSITION DESCRIPTION

THE YOUNG MEN'S CHRISTIAN ASSOCIATION OF BRISBANE



Position Title:	Family Day Care Coordinator
Industry Sector:	Childcare Services – In Home Care and Family Day Care
Group:	YMCA Brisbane Family Day Care Service
Modern Award:	Social, Community, Home Care & Disability Services Industry Award 2010
Classification Level:	Level 3.1 – Level 3.4
Position Status:	Full-time or Part-time
Reports to:	Manager YMCA Brisbane Family Day Care or other person who, from time to time, may be nominated
Supervises:	Educators as delegated by Management

About YMCA of Brisbane

Providing each and every person with opportunity to be healthy, happy and connected.

Formed in 1864, the YMCA of Brisbane services over 10,000 members of the community every week and operates programs from over sixty-five sites in South East Queensland. The YMCA of Brisbane works from a base of Christian values to provide opportunities for all people to grow in body, mind and spirit. The services we provide at the YMCA help fund the benevolent arm of the organisation, Y-Care (South East Queensland) Inc.

The YMCA of Brisbane is guided to achieve their mission by four key operational values:

- Honesty
- Respect
- Caring
- Responsibility

Industry Sector

The YMCA of Brisbane has Home Based Child Care based in Brisbane, Logan, Ipswich and the Gold Coast city council areas. Home Based Child Care offers the opportunity for children to engage in an early education and care program within a small group setting. Care is provided either in an educator's home, called Family Day Care, or in the family's own home called In Home Care.

Position Summary

The Coordinator of the Brisbane Family Day Care program is responsible for supporting the delivery of high quality education and care provided by Educators in the approved care environment across South West Brisbane to Ipswich/Logan corridors. This position supports management in all aspects of day to day operations including compliance with the requirements of the applicable Laws and Regulations and National Quality Framework (NQF) Standards. Supporting the training and development of a qualified, competent and capable workforce is fundamental to the role.

Duties and Responsibilities

Business Operations Management

- Participate and support the management of all aspects of the YMCA Family Day Care Service including educators, administration, quality programming, compliance, risk management, and assist with business development;
- Provide support, leadership and resources to educators in the provision of quality education and care and quality programming in all educator care environments to achieve high standards to parent and child satisfaction, comply with YMCA policy and regulatory standards;
- Provide efficient and compliant family day care services, immediately report or escalate any serious breaches of regulations, policy or procedures to management, and from time to time to external stakeholders as delegated;
- Adhere to work instructions ensuring policies, procedures and guidelines are completed and followed;
- Adhere to management systems and procedures including contribution to the Quality Improvement Plan. Ensure compliance with regulations for food and hygiene, workplace health and safety, and other industry related standards and licensing controls;
- Manage customer feedback and complaints to improve operations and escalate as necessary. As delegated, conduct investigations in accordance with policy, minimize and mitigate any potential harm or threat to YMCA operations. Always report any complaints to the Manager, and ensure you do not exceed your authority;
- Support the management of the service with high level communication, engagement and motivation levels with all educators to achieve a positive business environment and high educator morale;
- Undertake customer surveys of educators and families and report findings to the Manager on a regular basis;
- Manage the compliant and efficient appointment of new educators, including mentoring, adhere to recruitment procedures, complete and submit all educator documentation accordingly; manage the on boarding and support of all educators, in accordance with policy, legislative and NQF requirements.

Business Development and Marketing

- Utilise YMCA approved business development and marketing practices and strategies to promote services and monitor competitor developments and activities;
- Utilise YMCA approved strategies to achieve optimal engagement of new and existing educators and children's attendance;
- Support the development of the Marketing Plan based on performance indicators;
- As delegated, assist with the development of flyers, brochures, media releases, website and other marketing materials and participate in social media activities;
- As delegated, assist with marketing activities and relationship strategies for all industry sectors and agencies with whom Brisbane Family Day Care has agreements, networks and partnerships.
- Represent the YMCA at any industry or sector level. Attend regular staff meetings and relevant internal and external meetings as directed.

Educators

- Utilise the approved procedures for the recruitment and assessment of quality educators including the assessment of the educators care environment and members of their household;
- Provide training, advice and guidance when needed and appropriate to new educators to support them with their orientation and support into the service;
- Manage the performance of educators to deliver high standards of service and quality care, in accordance with the YMCA policy and procedures, legislation and NQF;
- As delegated and/or required visit educators care environment to ensure and monitor that the quality of care is being maintained;
- Ensure educators are visited at different days and times including working flexible hours for educator visits outside of core business hours or to meet with parents including early morning, evenings and weekends as directed by the Manager;

- Provide educational leadership to ensure educators provide a program that meets the physical, emotional, intellectual and social needs of children in accordance with legislation, regulations and the NQF;
- Utilise approved procedures to meet each child's needs, having regard to:
 - The views of the families/ guardians
 - Advice provided by specialist advisers assisting families utilising the service
 - Children with additional needs, and the families of these children
 - The cultural and religious requirements of children and their families;
- Understand age appropriate expectations of children and resource educators so that they are able to provide an appropriate program to the children in their care;
- Utilise approved procedures to refer families to educators so that each child is placed in the approved premise of the most appropriate educator available;
- Utilise approved referral procedures to ensure that a child who has needs that cannot be met by the service is referred to other appropriate services;
- Ensure annual review of Educator Contracts are implemented in the agreed timeframes as directed by management, ensuring any concerns in regard to re-approval are communicated to the Manager;
- Assist in the planning of the educator professional development/ training calendar in conjunction with the Manager and deliver training to educators as requested;
- Manage educator performance through the professional development plans to support the achievement of organisational objectives, complete plans within required timeframes and submit to the Manager for approval. Raise any concerns as required prior to approval;
- Assist with the preparation, implementation and evaluation of playgroup and resource library services for Educators with the service;
- Spend time getting to know the children at care environment visits. Assist educators at visits as necessary with the children. Assume the position of the Educator in the case of an emergency.

Health, Safety and Environment

- Support the management of a workplace that supports diversity including gender, cultural and generational diversity; provide equal employment opportunity and foster a respectful, inclusive workplace;
- Maintain in depth content knowledge and deep understanding and appreciation of children's learning and development and education and care services including but not limited to legislation, standards, effective practices, government and YMCA requirements;
- Maintain the work environment so as to minimise risk to both customers and staff;
- Report identifiable risk so that immediate action can be taken;
- Comply with the YMCA's Occupational Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document;
- Maintain confidentiality of all YMCA information, records and files;
- To maintain the Quality System and report any deviations from the intended system;
- Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "YMCA Quality Manual";
- Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy;
- Any other duties as determined by the Chief Executive Officer from time to time.

Position Requirements / Selection Criteria


Essential:

- Minimum of a Diploma in Childcare or equivalent qualification and extensive experience in Home Based Care or a related field;
- Ability to manage, conflict, complaints and any difficult situations which may arise;
- Current skills and product knowledge relevant to the family day care industry;
- High level of written and verbal communication skills including proven ability to write reports, and communicate effectively with diverse groups;
- Proven ability to work autonomously and/or as part of a team and to prioritise, schedule and perform tasks to meet schedules and quality standards.
- Comprehensive demonstrated working knowledge of the NQF, Early Learning Framework and My Time Our Place compliance and assessment processes;
- High level of computer literacy;
- Current First Aid relevant to the Child Care Industry to include Asthma Management and Anaphylaxis Management and current CPR.
- Willingness and available to work flexible hours as determined by business requirements.
- Current Open Queensland Drivers Licence.
- Possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act (current).
- Safeguarding Children Certificate and complete annual refresher training.

Desirable:

- Certificate IV in Training and Assessment

Approval

Date Position Description Created / Revised:	6 December 2017
Position Description approved by:	Chief Executive Officer
Signed:	
Date of Approval:	8 January 2018

Acknowledgement and Acceptance of Position Incumbent

I acknowledge that I have received and reviewed a copy of the position description for the role of Coordinator Home Based Care.

I confirm that I fully understand all my job duties and responsibilities and that I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my service without it being specifically included in the position description.

I have discussed any questions about this job description with my immediate supervisor prior to signing.

Employee Name: _____

Date: _____

Employee Signature: _____

RETURN TO HR

