

# Position Description

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**Position Title:** OSHC Educator (Unqualified and Qualified)  
**Unit:** PCYC Queensland  
**Primary purpose of role:** The Educator assists in the provision of a high quality outside school hours care program which meets Government regulatory standards, Association requirements and customer expectations.

## Reporting Structure

Reports to:  
 OSHC Coordinator

Roles reporting to this position:  
 Nil

## Working Relationships

Internal	External
<ul style="list-style-type: none"> <li>• OSHC Team</li> <li>• PCYC Youth Club Management and Staff</li> <li>• PCYC State Team</li> </ul>	<ul style="list-style-type: none"> <li>• PCYC Members and Parents</li> <li>• Schools and Developmental Facilities</li> <li>• Office for Early Childhood Education and Care</li> </ul>

## Key Performance Indicators

KPI	Description	Measures
<b>Program Delivery and Administration</b>	<ul style="list-style-type: none"> <li>• Assist the Coordinator with planning and preparation of interesting, educational and fun activities for children and reports feedback on activities</li> <li>• Active involvement with children in activities as directed by the Coordinator</li> <li>• Aware of children with special needs and ability to meet their needs in a manner which would not be detrimental to other children in care</li> <li>• Report any equipment defect or environmental irregularity to the Coordinator</li> <li>• Ensure all equipment is utilised in a correct and safe manner</li> <li>• Actively supervises children</li> <li>• Maintain a clean and safe environment before, during and after the completion of the daily program</li> <li>• Monitor quantities of materials and resources and report to the Coordinator any projected needs</li> <li>• Refer all parent concerns to the Coordinator as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Assisting the Coordinator with the smooth running of the service</li> <li>• Ensuring that children are safe and well supervised at all times</li> <li>• Reporting any changes in enrolment details to the Coordinator</li> <li>• Carrying out any tasks as delegated by the Coordinator</li> <li>• Encouraging children to take responsibility for the care and maintenance of equipment and resources in line with current health regulations</li> <li>• Provide a good role model by caring for OSHC property, putting things in the right place and being involved in general maintenance</li> <li>• Complete relevant paperwork concerning physical injuries of all persons involved in the OSHC program when necessary</li> <li>• Accepting diversity within families and respecting families' wishes about child rearing practices</li> <li>• Actively involved in ensuring the service meets licensing, accreditation and Association requirements</li> <li>• Ensuring that the service is presentable and</li> </ul>

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	<ul style="list-style-type: none"> <li>• Prepare food following safe infection control principles</li> <li>• Cleans and maintains all areas of the Centre, internal and external</li> <li>• Actively supports and provides information to ensure the service meets licensing, accreditation and Association requirements</li> <li>• Develop an understanding of the rules, regulations and Association policies that govern the program</li> <li>• Attend Staff meetings and where possible participate in the planning and evaluation of the program</li> <li>• Carry out any other duties required by the Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• inviting to our client group</li> <li>• Identify areas requiring cleaning and/or maintenance and respond promptly</li> <li>• Working as part of a team, assisting all staff members in their endeavours to provide an efficient, quality service</li> <li>• Encourage children to be responsible for their own behaviour and to promote positive self-esteem</li> <li>• Demonstrate effective self-management</li> </ul>
<b>Bus Driving</b>	<ul style="list-style-type: none"> <li>• Drive the vehicle in a safe and courteous manner</li> <li>• Record all incidents in the transport diary</li> <li>• Report all bus faults to supervisor in same shift as identified</li> <li>• Daily general tidying/cleaning duties undertaken to interior and exterior of vehicle</li> <li>• Maintain log book when required</li> </ul>	<ul style="list-style-type: none"> <li>• Children and clients are transported safely as per bus timetable</li> <li>• Satisfactory feedback received from clients</li> <li>• Incidents reported in approved format in required timeframes</li> <li>• All bus/vehicle faults are reported; and equipment is maintained in good order and repaired with supporting documentation</li> <li>• All daily bus cleaning is undertaken to an acceptable standard</li> <li>• Log book accurate and up to date</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Maintain good working relationships and respond to enquiries from internal and external stakeholders in a timely manner</li> <li>• Provision of competent and confidential administrative support to the Youth Club Manager and other Youth Club staff as required</li> </ul>	<ul style="list-style-type: none"> <li>• Customer satisfaction with services provided</li> <li>• Responses to client enquiries within agreed timeframes</li> <li>• Maintenance of privacy and confidentiality of commercial, personal and operational information</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Participate as an active member of the team and work collaboratively with others to achieve outcomes</li> <li>• Contribute to continuous improvement in Youth Club operations and customer services</li> </ul>	<ul style="list-style-type: none"> <li>• Behaviours in line with and reflective of Code of Conduct</li> <li>• Feedback demonstrates an ability to engage and work within a team environment and contribute as required</li> <li>• Evidence of improvement from lessons learnt</li> </ul>
<b>PCYC Policy and Procedures</b>	<ul style="list-style-type: none"> <li>• Gain an understanding of and comply with PCYC policies and procedures</li> <li>• Understand and ensure compliance with PCYC work health and safety policies and procedures in all Association workplaces</li> <li>• Accepts personal responsibility for maintaining a safe workplace and work practices</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated knowledge of and compliance with all PCYC policies and procedures</li> <li>• Comply with work health and safety practices including identification and reporting of hazards/workplace incidents as they occur</li> <li>• Positively contribute to a safe and supportive service environment for children</li> </ul>

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	<ul style="list-style-type: none"><li>• Commit to PCYC Queensland's Child and Youth Risk Management Strategy</li></ul>	and young people
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While representative of the duties and responsibilities of the role, this Position Description does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

## Selection Criteria

To qualify for this position the following essential criteria must be met:

1. Minimum Certificate III in an area of study applying to childcare workers
2. Holds a certified supervisor certificate (or has proof of a pending application)
3. Experience in working within a childcare environment
4. Ability to deal with child behavioural difficulties and conflicts
5. Ability to respond to needs and concerns of children to ensure quality of service meets agreed standards
6. Effective time management skills with a demonstrated ability to meet multiple deadlines and commitments
7. Good communication and interpersonal skills with demonstrated ability to build relationships with stakeholders
8. Hold a light rigid or medium rigid driver's licence, eligible to obtain an RDA (if undertaking Bus Driving duties)
9. Hold a Queensland Transport Driver's Authorisation Card (if undertaking Bus Driving duties)
10. Eligibility for a QLD Working with Children Check (Blue Card) and National Police Check
11. Hold a current First Aid and CPR certificate (where required)

## Standards to which performance will be assessed

- Key Performance Indicators
- Compliance with PCYC policies, procedures and practices
- Compliance with the position description
- Management and peer feedback

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## Sign Off

I understand that my performance will be managed as per the requirements outlined above in the position description. I confirm that I have read, understood and commit to the above.

**Employee Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

CREATED BY:	Senior HR Advisor
APPROVED BY:	GM People
DATE CREATED:	Apr 19
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