



Position Description

Centre Coordinator

Wesley Out of School Hours Care

OCTOBER 2023

Agreement

Signed – Manager

03/12/2025

Date

Signed – Employee

Date



Centre Coordinator

Wesley Out of Schools Hours Care

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials

Our position descriptions and performance plans are aligned with these four key result areas.

2. Overview of Out of Schools Hours Care

The Wesley Out of School Hours Care team has 5 key responsibilities:

- provide high quality services that value the uniqueness of each individual child in our care
- operate in accordance with the National Quality Framework
- foster and build positive and trusting relationships with the children and engage in positive interactions
- guide and encourage positive social interactions between children and assist them in developing skills to build trusting and reciprocal relationships
- ensure both OOSH and Vacation care services operate in a safe environment

3. Overview of role

- manage the day to day operation of a Wesley Out of School Hours Care centre
- assume all duties and responsibilities of the nominated supervisor
- is the responsible person in day to day charge of the service
- monitor and contribute to the Quality Improvement Plan (QIP)
- review and revise the QIP as required by Regulations
- Promote clear communication between management, staff and families
- ensure the delivery of a service which is compliant with the Framework for School Aged Care: it acknowledges time and place as children engage in a range of play and leisure experiences that allow them to feel safe, happy, relaxed and a sense of belonging. A place where children can interact with friends and practice social skills, solve problems, try new activities and learn new skills (guide to National Quality Standard; pg22)

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- in collaboration with the Educational Leader, Educators, families and children, ensure the provision of engaging, high quality Out of School Hours programs which meet the expectations of Approved Provider (Wesley Mission), families and children
- Support Educators on a day to day basis
- Be the Nominated Supervisor of the Centre
- Work within the philosophy of Wesley OOSH, policies and procedures as part of the team.
- Work within the requirements of the National Quality Framework (NQF) and the Framework for School Age Care – My Time, Our Place.

4. Relationships

Reports to:

- Area Manager, OOSH

Direct reports:

- Educators

5. Major role responsibilities

5.1 Our clients

- liaise with families and outside agencies
- ensure the thorough orientation for new children and their families entering the service
- maintain nurturing and respectful relationships with children that foster a sense of belonging, being and becoming within the service.
- develop and maintain an ongoing style of planning, documentations and evaluation of children's learnings, ensuring that documentation of children's learning is professionally presented and an authentic representation of children's development.
- ensure that staff provide a supportive educational environment that honours children's similarities, cultures and diversities.
- respect each child's dignity and rights at all times.
- provide physical care, assisting children in toileting, dressing and meal times.
- ensure each child is supported to build and maintain sensitive and responsible relationships with other children and adults
- fulfil duties associated with mandatory reporting guidelines in line with the Child Protection legislation and their service's policy
- educate children through demonstration of appropriate role modelling ie non-racist, non-sexist and non-aggressive in behaviour.
- actively supervise children and instruct them in the appropriate use of equipment
- maintain and consistently implement the behaviour management policy
- support children and families under stress in consultation with the Area Coordinator

5.1.1 Performance Measures

- Client satisfaction rate is at 95%

5.2 Our people (our team)

- be a strong ambassador for the Wesley Out of School Hours team
- support educators to foster play environment consistent with the Framework of School Age Care – My Time, Our Place
- mentor Educators by leading quality practice
- create a team culture of inspiration and passion for Wesley Mission

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- promote and ensure adherence to Wesley Mission brand by all members of the team
- monitor and manage allocation of activities and resources to support delivery of Wesley Out of School Hours Care Business Plan
- Allocate daily roles to educators and ensure smooth operation of the centre
- ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- set KPI's for individual staff members and document within Employee Contribution and Development Plans
- on a quarterly basis, conduct and document individual meetings with direct reports and facilitate feedback to ensure employee satisfaction and performance
- ensure position descriptions for direct reports are kept up-to-date and provide staff with clear role expectations, career training and development and career growth opportunities.
- regularly report to your Area Coordinator on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues
- maintain a thorough staff induction process that will cover all service areas
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings and conduct regular meetings with your team.

5.2.1 Performance Measures

- staff retention is at 85%

5.3 Our operations

Educational Program and Practice

- implement the service statement of philosophy to guide teaching decisions.
- facilitate the successful implementation of the educational program to meet the goals of the approved learning framework and contribute to each child's learning outcomes:
 - children have a strong sense of identity
 - Children are connected with and contribute to their world
 - Children have a strong sense of wellbeing
 - Children are confident and involved learners
 - Children are effective communicators.
- ensure the service facilitates a leisure and play based learning environment and develops learning programs responsive to children's interests, strengths and abilities.
- implement daily routines as opportunities for learning.
- ensure there are ongoing records of the child's development and assessment against learning outcomes.
- ensure documentation of children's learning makes clear links between observation planning, implementation and evaluation.
- implement inclusive practice within an environment that honours diversity.
- lead thinking and discussions on curriculum considerations relating to inclusion and the community of Aboriginal and culturally and linguistically diverse families.
- engage in critical reflection and evaluation of children's learning as a primary source for future planning.

Children's health and safety

- ensure each child's health needs are supported.
- ensure that children are safe and adequately supervised at all times.

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- ensure that the environment is safe, supportive and educational for children.
- ensure all staff are aware and respond positively and consistently to children's additional needs and requirements e.g. medical conditions, diet/allergies, growth and development.
- ensure a high standard of health and hygiene is maintained in compliance with policies and procedures regarding health and safety at the service.
- ensure safe and hygienic storage, handling and preparation of food and drinks.
- administer first aid and medication in compliance with procedures and policies.
- keep accurate and detailed records of injuries, accidents, trauma, medication, routines and special requirements.
- support children's individual comfort needs for sleep, rest and relaxation.
- ensure the child protection policy is implemented.

Physical environment

- resource the service with appropriate equipment and ensure that the team maintains the cleanliness, safety and aesthetics of the environment.
- ensure effective processes are in place to meet WHS requirements.
- act to manage all hazards and risks in the service and facilitate timely repairs and maintenance, as required.
- ensure the service strives towards environmentally sustainable practice in all areas of service operations.

Staffing arrangements

- ensure ratios meet the needs of the service in accordance with the National Regulations.
- demonstrate strong leadership in education and management.
- support and supervise all service staff and ensure daily organisation of staff.
- promote a positive team environment and develop channels of communication based on principles of mutual respect and fairness.
- guide and support educators to implement and evaluate programs suitable to the individual needs, emerging skills and interests of children.
- lead, guide and support staff to create a supportive and educationally stimulating environment for children.
- lead, guide and support staff to maintain ongoing records of the children's development and daily information.
- participate in ongoing professional learning and lead staff through this process.
- participate in annual performance appraisal and conduct regular supervision and appraisals, developing professional learning plans to extend staff's practices.
- conduct regular staff and family meetings, as required.
- follow conflict resolution and grievance procedures as per policy

Relationships with children

- maintain nurturing and respectful relationships with children that foster a sense of belonging, being and becoming within the service.
- ensure documentation of children's learning is professionally presented and an authentic representation of children's development.
- ensure that staff provide a supportive educational environment that honours children's similarities, cultures and diversities.
- respect each child's dignity and rights at all times.

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Collaborative partnerships with families and communities

- promote clear communication between management, staff and families.
- ensure the service is knowledgeable and sensitive to the needs of families and the community.
- develop and maintain positive and respectful partnerships with families.
- share information with families relating to their child and the daily activities of the service.
- support all families, respecting their child rearing practices and beliefs.
- engage positively in the orientation, enrolment and transition process for families and children.
- encourage families to contribute to the community of the service and promote community participation in decision making.
- create a safe, supportive and informative environment for families.
- maintain information which assists families to access resources within the local and wider community.
- be an advocate for quality services for children in the community.
- manage events and experiences with children which promote awareness of their community and reflect child-centred learning.
- ensure students on placement are positively welcomed, supported and effectively supervised.
- implement evaluation strategies to determine family views to use for future planning e.g. satisfaction survey.

Leadership and service management

- ensure the Area Coordinator is informed of any issues within the service which would affect the children, service approval rating, regulatory and legal compliance or the effective running of the service.
- regular staff meetings and program planning meetings.
- have a sound knowledge of the service's management system and ability to report, as required.
- ensure effective enrolment procedures and bookings, closely monitor utilisation rates and ensure vacancies are addressed immediately.
- be aware of and develop skills relating to administrative functions of the service and contribute to the daily operation of the service.
- maintain the confidentiality of children, families and staff at all times.
- lead the service in advocacy for children and their families.
- positively promote and market the service to governments and other agencies, families and the community and facilitate staff involvement in promotional activities.
- contribute to and implement the service's Quality Improvement Plan.
- manage complaint handling, conflict resolution and grievance procedures in accordance with policy, as required.
- keep up to date with current developments and research best practice in the education and care sector and actively share information about early childhood education and care with the team.

5.4 Our financials

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- be conversant with the service budget, monitor the service's financial performance and take all steps to ensure compliance with financial plans.
- adhere to the monthly expenditure plan as directed by the Area Coordinator, Senior Coordinator or Program Manager.

5.4.1 Performance Measures

- monthly expenditure is within budget

6. Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Out of School Hours Care Business Plan and Wesley Mission Strategic Plan, as requested by your Area Coordinator, Senior Coordinator or Manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by Coordinator
- in relation to Wesley Mission attend worship services as encouraged by Coordinator
- participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- work in accordance with the Early Childhood Australia Code of Ethics
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.
- provide ongoing support and assistance to management in all areas of administrative procedures, curriculum development, parent and community liaison, staff professional learning and any other area as the need arises.

7. Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- a high level of motivation and initiative
- ability to engage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative management style
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills

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- confident professional
- displays emotional maturity and resilience

Essential skills/knowledge

- AQF Advanced Diploma or Diploma of Early Childhood Education and Care or relevant Degree or Early Childhood Education qualification
- sound working knowledge of the National Quality Framework and My Time Our Place
- First Aid, Asthma and Anaphylaxis qualification or willingness to obtain
- current Working with Children Check
- experience in managing internal and external stakeholders to achieve set objectives
- proven organisational and time management skills, ability to multi-task, prioritise workloads and meet deadlines and budgets
- demonstrable skills in conflict resolution and change management
- experience in managing a team and developing team for superior performance
- thorough attention to detail
- excellent written and oral skills, public speaking and presentation capabilities
- outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with
- Sound knowledge of Workplace Health and Safety
- proficient computer skills in Microsoft Office

Desirable skills/knowledge

- Accredited Child Protection Certificate
- Current Drivers license
- not for profit related management experience
- an appreciation of the challenges involved in managing a diverse workforce within a not for profit environment