

Position Description



Child Safe Manager

Wesley Out of School Hours Care (OOSH)

May 2026

Agreement

Signed–Manager

Signed–Employee

Date

Date

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 conceive, develop and 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: "...doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Wesley OOSH

The purpose of Wesley OOSH is to provide safe, reliable and meaningful programs for primary school age children during before school, after school and vacation periods. Our focus is to support families, strengthen school communities and deliver programs that place children at the centre of our work.

It achieves its purpose by providing education and care that follows the National Quality Framework and My Time Our Place [Framework](#). This includes consistent supervision, purposeful play, supportive relationships and safe environments. Programs reflect the needs of each school community and align with Wesley Mission values.

Services include before school, after school and vacation care programs across our partnered schools.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the role is to lead and strengthen child safety across Wesley OOSH, ensuring clear oversight, consistent practice, and strong evidence that children are safe in every service, with risks actively identified and addressed through leadership, systems, and day-to-day operations.

4. Relationships

Reports to:	Head of OOSH & Enterprise
Direct reports:	Head of OOSH
Key relationships:	Nominated Supervisor, Centre Coordinator, Quality, Risk Compliance Coordinator, Senior Educators, children, families, school staff, and the Wesley OOSH leadership team, Dept Education
Leadership Framework Level:	Level 3
Industrial instrument:	Non-Award Salary

5. Major role responsibilities

- Provide organisation-wide oversight and leadership for child safety across Wesley OOSH, ensuring child protection obligations are consistently understood, implemented, and evidenced across all services
- Lead the identification, assessment, and management of child safety risks across services, ensuring risks are addressed early and proactively rather than reactively.
- Oversee and assure responses to child safety incidents, disclosures and concerns, ensuring they are handled appropriately, consistently, and in line with Wesley policies and legislative requirements.
- Provide expert guidance to leaders, Area Managers, and service teams on child safety matters, including mandatory reporting, reportable conduct, and managing risk to children.
- Maintain clear oversight of compliance with child safety policies, procedures, and regulatory obligations across Wesley OOSH, identifying gaps and driving continuous improvement.
- Support and strengthen child-safe leadership practices across OOSH, embedding child safety expectations into supervision, decision-making, and daily operations.
- Lead and coordinate child safety audits, reviews, and assurance activities, including analysis of incidents, trends, and emerging risks across the portfolio.
- Ensure effective child safety training frameworks are in place, including induction, refresher training, and targeted capability-building aligned to identified risk areas.
- Promote and reinforce a strong child-safe culture that supports children's voice, safe reporting, transparency, and shared accountability across all services.
- Prepare and provide clear reporting to senior leadership on child safety performance, risks, trends, and improvement actions across Wesley OOSH.

6. Professional responsibilities

- Focus the work at the level of the role (Leadership Level 3 of the organisation's Leadership Framework). This includes supporting and working in a way that is consistent with the

organisation's mission of continuing the work of Jesus Christ in Word and deed for leaders as described in the organisation's Leadership Framework Level 3.

- Prioritise safety throughout your service/s by familiarising yourself with and applying your responsibilities under the Work Health & Safety Management Framework Manual and related safety policies and procedures and site/service procedures. Ensure throughout your service/s that effective safety consultation is occurring via WHS Committees, Health & Safety Representatives and/or formalised Other Agreed Arrangements. Also ensure throughout your service/s that hazards and incidents are reported including near misses, and that they are investigated and resolved in a timely manner. Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Always act in good faith in the organisation's best interests, exercise due care and skill in your work, follow all lawful directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor and worship services as encouraged by your supervisor.
- Participate on at least a six-monthly basis in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Take personal responsibility for your personal career development and training.
- Represent Wesley Mission professionally in all child safety-related interactions, maintaining credibility, trust and strong working relationships with internal leaders, service teams, regulators and other external stakeholders.
- Demonstrate leadership aligned with Wesley Mission values, modelling a strong commitment to child safety, accountability and ethical decision-making across Wesley OOSH.
- Take accountability for delivering child safety outcomes aligned to the role, including effective risk management, compliance, cultural leadership and continuous improvement.
- Maintain a high standard of communication on child safety matters, ensuring advice, guidance and reporting is clear, timely, professional and consistent.
- Actively contribute to continuous improvement by identifying opportunities to strengthen child safety systems, processes, training and assurance practices across Wesley OOSH.

7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

KP

- Completion of scheduled child safety assurance activities, including a minimum of:
 - 4 portfolio-wide audits or reviews per year, and

- Documented follow-up actions for 100% of identified risks or non-compliances.
- Timely response to child safety matters, with:
 - Initial risk assessment completed within 5 of notification, and
 - Clear escalation and action plans documented for 100% of incidents and concerns.
- Demonstrable reduction or stabilisation of repeat or systemic child safety risks across services, as evidenced through trend analysis and reporting.
- Quarterly child safety reporting provided to senior leadership, including analysis of incidents, trends, risks, and improvement actions.
- Positive feedback from leaders and service teams, measured through periodic surveys or structured feedback, regarding clarity of guidance and effectiveness of child safety support.

8. Selection criteria

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

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and Leadership Behaviours and Capabilities for Leadership Level 3 of the organisation's Leadership Framework, and:
 - Role model the organisation's Vision, Mission and Values.
 - Value people through kindness, respect, care and support.
 - Foster trust through honesty, integrity, reliability and fairness.
 - Work 'at level' (Leadership Level 3), providing strategic leadership, guidance and support or your portfolio and team not reaching into the work of the team unless necessary.
 - Demonstrate personal accountability and ensure the accountability of your team, including conduct, compliance, performance and effective service provision.
 - Ensure a safe, supported and highly engaged work environment by applying the organisation's engagement and safety frameworks, tools and practices for leaders.
 - Apply sound professional judgement and maintain calm, clear decision-making when managing child safety matters or emerging risks.
 - Model a proactive approach to child safety, focusing on prevention and early identification of risk.
 - Handle sensitive child safety information with discretion, confidentiality and fairness.

Essential skills/knowledge

- Demonstrate a proactive, outcomes-focused approach to child safety, taking ownership of risk identification, issue resolution and follow-through.

- Build and maintain credible, professional relationships with leaders, service teams and external stakeholders to support effective child safety practice and compliance.
- Apply sound professional judgement and risk awareness when assessing child safety concerns and determining appropriate advice, escalation and action.
- Show initiative and persistence in strengthening child safety systems and practices, maintaining focus on prevention and improvement even where change is complex or long-term.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Experience working in child-facing, regulated environments, such as education, OSHC, early learning, youth or community services, with a strong understanding of child safety obligations.
- Sound knowledge of child safe principles and frameworks, including embedding child safety within leadership, organisational culture and everyday practice.
- Experience supporting or overseeing responses to child safety concerns, complaints or allegations, including understanding of mandatory reporting and inter-agency engagement.
- Understanding of risk management and quality assurance approaches relevant to child safety, including identifying systemic risks and driving preventative improvements.
- Knowledge of the education and OSHC operating environment, including the roles of regulators, schools and governing bodies in child safety and wellbeing.

Training and qualifications

- Relevant tertiary qualification in education, social work, psychology, community services, human services, or a related discipline, or equivalent demonstrated experience in child safety or safeguarding leadership.
- Current Working with Children Check.
- Current National Police Check.
- Valid driver licence.

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.