

# Position Description



<b>Role</b>	<i>Director of Service</i>
<b>Reports to</b>	<i>Before and After Care Manager</i>
<b>Status</b>	<i>Full Time</i>

## Primary Purpose:

The primary purpose of the Director of Service role is to deliver a high-quality program, promoting Fun, Service Excellence and Safety at all times. This will be achieved by supporting and mentoring a high performing, skilled and engaged team of Educators within the service and by providing an inclusive and fun environment in which children are safe, engaged and well supervised

## Why We Do:

We exist to create a genuine alternative for parents – bringing to life experiences that are fun, safe and as enjoyable as possible; a place where children don't *have* to go, they *want* to go. We provide the opportunity for all children to grow and become the best version of themselves, in turn creating positive lifelong memories.

## Who We Are:

We are a team of educators dedicated to providing memorable and meaningful experiences for children.

## What We Do:

We provide exceptional experiences for children before and after school, and during the school holidays.

## Our T.E.A.M. consists of:

**Teachers** who exude character, experience, passion and professionalism

**Engage** and Empower children to realise their full potential

**Activities** that excite, entertain, educate and inspire

**Memories** for children that continue long after their time with us

## The TeamKids core values of:



Fun



Service Excellence



Safety

... these drive everything we do

## Duties:

1. Responsible for the management of the Before and After Care and supervision of children and educators, under the guidance of the Before and After Care Manager.
2. To Plan, deliver and evaluate the Before and After care service which is both operationally and commercially viable and which effectively delivers TeamKids goals and strategies.
3. Provide transparent, predictable and fair leadership with delegated areas of authority to the Before and After's Operations team via operational knowledge, and empower, develop team members.

## Delegated Responsibilities and Commitments

Delegated Responsibility	Commitments to outcomes include management and overseeing of:
<p><b>Service Management -</b> Deliver service excellence</p>	<ul style="list-style-type: none"> <li>• Ensure effective daily management of service delivery and ensure all activities are delivered in accordance with Policies and Procedures, code of conduct and reflect the organisation's core values and beliefs.</li> <li>• Deliver high-quality services to all stakeholders</li> <li>• Ensure you provide a safe, clean, stimulating and welcoming environment.</li> <li>• Partner with the Compliance Manager to effectively manage and minimise risk to ensure the wellbeing of all children and employees</li> <li>• Partner with the Compliance Manager to oversee the implementation of measures and initiatives, to ensure achievement of required ratings ('Meeting' or 'Exceeding') in regard to all ACECQA Service Assessments</li> <li>• Demonstrate familiarity with the Child Care Act and Regulations and how they apply to the implementation of National Quality Standards within the service.</li> </ul>
<p><b>Program Planning, Delivery and Evaluation</b></p>	<ul style="list-style-type: none"> <li>• Plan and coordinate the weekly educational program for Before School Care, After School Care in consultation with other staff and the feedback from children, parents and the school community and ensure that this is displayed for children, staff and parents at the beginning of each week</li> <li>• Develop and implement programs and activities in accordance with the 'My Time, Our Place Framework' or similar for School Age Care in Australia.</li> <li>• Using your knowledge of the children's current learning and development to evaluate and reflect on programming</li> <li>• The program, including routines, is organised in ways that maximise opportunities for each child's learning</li> <li>• Using effective routines to help make predicted transitions smoothly</li> <li>• Monitor the implementation of programmed activities to ensure they are child-oriented, culturally appropriate and enhance the physical, social, emotional and intellectual development of the children in your care.</li> </ul>

	<ul style="list-style-type: none"> <li>• Monitor and supervise staff in the implementation and documentation of programmed and spontaneous activity</li> <li>• Evaluate programs regularly and build on programming making recommendations to meet the current and emerging needs of children</li> </ul>
<p><b>Health, Safety and wellbeing</b></p>	<ul style="list-style-type: none"> <li>• Show sensitivity and respect for individual children’s needs</li> <li>• Ensure effective management and reporting of risk to ensure the health, safety and well-being of all children and employees. This applies but is not limited to: the arrival and departure of children, the handling of serious incidents, the management of complaints and grievances, and workplace health and safety</li> <li>• Monitor children’s behaviour and intervene when appropriate, using positive guidance and a variety of appropriate behaviour management techniques.</li> <li>• Monitor the medical management of identified children within the service including as it applies administration of medication ensuring appropriate authorisations are in place and documentation is completed, as well as, ensuring medical management and communication plans are in place and currently in line with policy and procedure.</li> <li>• Prepare food for children daily according to health and nutrition policies and weekly menu.</li> <li>• Development of a menu for the children ensuring all food provided is consistent with advice from recognised nutrition authorities and caters for the individual health and dietary needs of children.</li> <li>• Ensure effective food safety and hygiene procedures are followed by the service in line with Staying Healthy in Child Care (5<sup>th</sup> Ed) and relevant state and local government regulations.</li> <li>• Ensure cleanliness and safety of equipment and the service environment completing safety and cleaning checklists and conducting risk assessments.</li> <li>• Conduct termly fire drills and lockdowns, in accordance with procedures.</li> <li>• Reporting concerns regarding safety or maintenance issues to the school as well as the Operations, Before &amp; After Care manager</li> <li>• Adhere to the TeamKids Occupational Health the Safety policy, conveying responsibilities to all staff working at your service.</li> </ul>
<p><b>People Management</b></p>	<ul style="list-style-type: none"> <li>• Building high-performance teams that result in improved staff safety, turnover, engagement and performance</li> <li>• Conduct orientation of all new staff working at your service, ensuring they are aware of boundaries, rules and behaviour guidelines.</li> <li>• Effectively support all educator’s performance and development, coaching, mentoring and role modelling desired organisational values and behaviours, as well as, educational principles and practices</li> <li>• Be the point of advice for Educators on National Quality Standards/Framework, MTOP and Operational Policies and Procedures</li> <li>• Facilitate development and training activities within the service, including</li> </ul>

	<p>induction and upskilling supporting the development of educators to deliver high-quality services</p> <ul style="list-style-type: none"> <li>• Demonstrate commitment to ongoing professional development. Ensure knowledge and skills are up to date with current practices and trends within the sector</li> <li>• Ensure mandatory and appropriate qualifications for the position are maintained.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Oversee the administrative and programming needs of the service, including updating rolls, accident/incident reports, daily programs and provide ongoing feedback to parents.</li> <li>• Completion and submission of daily rolls and other required documentation to administration.</li> </ul>
<b>Retain and grow a commercially viable Before and After</b>	<ul style="list-style-type: none"> <li>• Oversee the financial viability ensuring regular review of aspects such as service delivery costs, attendance and labour through exception-based reporting methods and ensure implementation of measures to ensure budgets are effectively utilised</li> <li>• Oversee effective promotional activity to maximise attendance, ensure retention of services and support our position of service excellence among school communities</li> </ul>
<b>Reporting:</b>	<ul style="list-style-type: none"> <li>• Provide Weekly/Fortnightly newsletters</li> <li>• Provide a Monthly Service Report to the Before &amp; After Care Manager for Director, Principal reports</li> <li>• Fortnightly one on one meetings</li> </ul>

## Key Relationships (internal and external)

Staff/Stakeholder	Role Responsibility/Delegation
<b>Children</b>	The voice and experience of TeamKids children are paramount in the design and delivery of our programs. We listen and respond to the likes and dislikes of children and always ensure a strong child evaluation process occurs at every TH venue
<b>Families</b>	Working closely with families, we encourage regular feedback to enable our educators to able reflect and learn from our parent’s experiences
<b>School principal and delegates</b>	Participate in Monthly, termly meetings and as required
<b>Educators</b>	Oversee the day to day management of your team of educators and ensure they are executing as per our policy, procedures and processes
<b>Before and After Care Manager</b>	Provide regular information to B&A Manager via reports, meetings and communication as required
<b>Government and Regulatory Bodies</b>	Partner with the compliance manager on all regulatory required service information
<b>Customer Service</b>	Partner with the Customer Service team to ensure customer satisfaction and support any operationally related queries
<b>Financial Controller</b>	Partner with the Financial Controller to balance the commercial aspects of the business with quality child care outcomes
<b>Direct Reports</b>	Provide fortnightly supervision including direction, support, leadership, professional growth opportunities and open communication in both formal and informal settings as required
<b>Indirect Reports</b>	Be available as required in both formal and informal settings

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### **Other Relevant Information**

Other related duties may be required outside of regular working hours and may include weekend and evening hours.

Current driver's licence and access to a motor vehicle for work required.

The National Regulations set out minimum requirements for qualifications, experience and management capability needed to be a Coordinator (Responsible person) at a Childcare related service.

The applicant must have:

- Adequate knowledge and understanding of the provision of education and care to children
- The ability to effectively supervise and manage an education and care service

AND

Have at least one of the following:

- at least three years' experience working as an educator in an education and care service or children's service or school, or
- an approved diploma-level education and care qualification, or
- an approved early childhood teacher qualification.

### **Authority Limits**

Director endorsement must be obtained before any public communication about TeamKids occurs

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*Director of Service*

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*Before & After Care Manager  
Aaron Osborne*

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

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