

POSITION DESCRIPTION



1. POSITION DETAILS

Position Title: Children's Services Worker
Division: City Life
Unit: Social Programs & Services

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Children's Team Leader

Titles of Positions which report to this position:

Nil

Contractors for which this position is responsible:

Nil

3. PRIMARY PURPOSE OF POSITION

The position of Children's Services Worker delivers high quality children's developmental and recreational programmes in cooperation with the Team Leader, and provides family support, information and referral services.

Children's Services Workers act as second in charge in the absence of the Team Leader.

4. POSITION OBJECTIVES

The major objectives to be achieved by the Children's Services Worker are;

- Assist in the delivery of high quality programs which reflect the researched needs of the community and meet the Early Childhood Education and Care National Law and Regulations and National Quality Standards.
- Be flexible in meeting the changing needs of children and the program.
- Work effectively with other team members in developing age appropriate development and recreation programmes.
- Support the implementation of City of Sydney's Children's Programs policies and procedures.

- Actively participate in learning and development opportunities through an agreed learning contract.
- Act as second in charge in the absence of the Team Leader.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

5. POSITION ACCOUNTABILITIES

- Assist the Team Leader in planning, presenting and evaluating a high quality program of activities that incorporate cross cultural, age appropriate and other developmental issues and specifically address the needs of identified priority groups such as Australian Indigenous families & children, children from non-English speaking backgrounds and children with additional needs in the development and delivery of programmes.
- Implement a program that follows the National Quality Framework including My Time, Our Place Framework for School Aged Care.
- Participate in the process of continuous improvement including the development and review of the service Quality Improvement Plan (QIP).
- Effectively supervise children at all times and provide a friendly, safe and supportive environment.
- Provide information and referral services and build effective, ongoing and supportive relationships with individual children and families needing support.
- Provide input in identifying changing community and family needs and provide feedback to Team Leaders on further opportunities for programme enhancement. Develop and apply an understanding of local community issues to service delivery.
- Apply knowledge of the development needs of children aged 5 - 12 years to provide high quality programs that build self-esteem, positively guide behaviour and optimise the involvement and social interaction of children.
- Assist Team Leader in maintaining accurate records (enrolment forms, sig in & out sheets, program plans and evaluations)
- Provide input into and follow and implement all the centre's policies and procedures.
- Assist in the maintenance of a high standard of hygiene and cleanliness at the service.

- Work with other members of staff as a team.
- Attend staff meetings, in service courses, and workshops etc. as required.
- Maintain a positive relationship with families and communicate with parents about their children and the service, as directed by the team leader.
- Dress in accordance with the centre's sun safety policy.
- Drive the council's bus as required and ensure relevant policies and procedures are adhered to in transporting children.
- Report any resource or equipment problems promptly to the Team Leader.
- Liaise with and engage families in program planning and evaluation, and provide family support and help with referrals as necessary.
- Participate in ongoing learning and development through a training plan
- Maintain a positive relationship with families
- Assist the Team Leader in all aspects of program planning and delivery as required
- Implement and promote awareness of EEO, WHS and other City of Sydney Children's Services policies in day-to-day service delivery
- Act in the position of Team Leader and relieve in other positions, as required.
- This position will be required to solve problems and make decisions from a routine nature through to a complex nature on a regular basis with reference to Children's Program Policies and Procedures and relevant legislation.
- This position has been identified as 'child related employment' under the Commission for Children and Young People Act 1998. Relevant criminal records and apprehended violence order checks and probity checks including relevant disciplinary proceedings will be conducted to ensure the suitability of recommended applicants.
- It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a prohibited person to be employed in this position. A prohibited person is someone who has been convicted of a serious sex offence. Incumbents to this position will be required to make a disclosure as to whether they are or are not a prohibited person.
- Be prepared to work at any of the City of Sydney's Children's Programs or assist with programmes run off-site.
- Be prepared to work on a rostered basis, weekday evenings and weekend shifts.

- Be prepared to participate in staff rotations, where required and relieve Children's Services Workers or Activity Officers at other locations.
- Act in higher duties as Team Leader
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.

6. WORK HEALTH & SAFETY RESPONSIBILITIES

Workers have an active role to play in the Safety Management System (SMS). Workers have the following responsibility, authority and accountability:

- Working safely so as not to put yourself or others at risk
 - Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
 - Cooperating and complying with safe work method statements, policies and procedures and participating in their development
 - Reporting all accident, incidents and hazards to your supervisor immediately and participating in accident/incident investigation and risk management activities
 - Attending WHS training
 - Complying with the requirements of the City's Return to Work program

A full list of WHS responsibilities and accountabilities are available within the City's SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

7. AUTHORITY TO ACT

- The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.
- All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.

8. ESSENTIAL AND DESIRABLE CRITERIA

Essential Criteria

- Diploma in Outside School Hours Care or equivalent..
- Experience in the delivery of programs for children aged 5 - 12 years
- Demonstrate highly developed interpersonal and communication skills.
- Demonstrate skills in the supervision and positive behaviour management of children aged 5 - 12.
- Possess a current First Aid Certificate.
- Demonstrate understanding of the Care and Education Services National Regulations, the My Time, Our Place: Framework for School Aged Care in Australia, Children's Care and Protection legislation and Duty of Care principles.
- Ability to work effectively in a team environment within the local government context.
- Demonstrate a commitment to Equal Employment Opportunity with understanding of issues affecting children from an Aboriginal / non-English speaking background, or with additional needs.
- Demonstrate a commitment to Work, Health and Safety and Cultural Diversity principles.

Desirable Criteria

- Proficient in the use of computers, Word, Outlook and administrative skills
- Proficient in the use of QIKKIDS or similar child care administration software.
- Knowledge and ability to use software such as QIKKIDS to administer child care bookings, fees and child/ family/ records
- Demonstrate ability to provide information and advice to meet client needs
- Possess or willing to undertake training to achieve a current driver's licence LR.