

About 3Bridges

3Bridges Community is a vibrant, community organisation providing a variety of programs and services to the communities of South Eastern Sydney. Our team consists of over 200 staff and almost 335 passionate volunteers. We operate 8 Outside School Hours Care services across Sydney and we have a reputation for delivering the highest quality services.

Our Children's Services Team is seeking qualified applicants for the following role:

- Coordinator OSHC - 70 hours per fortnight and up to 38 hours per week in Vacation care. Works Before & After School Care shifts Mon to Fri 7am to 9am and 2.30 to 6.00pm with 15 hours per fortnight for programming, admin and quality improvement planning.

Coordinator's focus is the day-to-day operation of after school care, supporting the planning and operation of vacation care, ensuring compliance with National Quality Framework and providing educational leadership.

You will have facilitated experiences to engage and challenge children aged 5-12 and have worked collaboratively to ensure children's safety, wellbeing and a warm, caring child-led play environment.

To be successful in the Coordinator role, you will need:

- Diploma or Certificate IV OOSH, School Age Care or Early Childhood; or Degree or Diploma Primary Teaching.
- First Aid, Asthma, Anaphylaxis management and Child Protection certification
- Valid working with Children Check clearance
- Current driver's licence

Essential selection criteria

- Experience in the planning, delivery and evaluation of programs for children aged 5 to 12 years within an education and care or recreational setting.
- At least one-year of demonstrated success in leading an OSHC service.
- Capacity and willingness to consent to and fulfil the obligations of a Nominated Supervisor including ensuring children's health and hygiene, safety and wellbeing, risk management.
- Demonstrated capacity to follow and lead educator implementation of children's service policies and procedures
- Demonstrated skills in the supervision and positive behaviour management of school aged children.
- A working knowledge of the National Quality Standards and a commitment to continuous quality improvement.
- Highly developed interpersonal, oral and written communication skills
- Demonstrated ability to provide information and advice to meet client needs.
- Ability to work effectively in a team environment within a multiple service context.
- Demonstrated effective team leadership skills and an ability to direct and develop staff.
- Demonstrate understanding and knowledge of the Care and Education Services National Regulations 2011, the My Time, Our Place: Framework for School Aged Care in Australia, Children's Care and Protection legislation and Duty of Care principles.
- Understanding of needs of children from Aboriginal, CALD backgrounds and/ or with additional needs and ability to accommodate these needs within the program.
- Demonstrate a commitment to Work, Health and Safety.
- Demonstrated administrative skills, effective time management, and proficiency with computers.

Desirable criteria

- Report writing, capacity to promote service in a positive light.
- Understanding of child care administration software e.g. Hubworks
- Computer literate and demonstrated capacity to use Office suite – Word, Outlook, Excel
- Possess Safe Food Handling certification

As an EEO employer we welcome applications from people of NESB and ATSI backgrounds. To obtain an information pack visit <http://3bridges.org.au/about-us/people/careers/>

Further details regarding the role, please contact **Tina Warner** on **1300 327 434**.

Please forward applications to employment@3bridges.org.au

Applicants must address the selection criteria to be considered.

Applications close: Thursday, 14 November, 2019

POSITION DESCRIPTION

Coordinator Children's Services/ Nominated Supervisor

POSITION DETAILS

Responsible to:	Area Manager Children's Services; Manager, Children's Services
Responsible for:	Day to day operation, planning and improvement of school aged care service in compliance with National Quality Framework.
Objective:	To act as Nominated Supervisor and Educational Leader of approved OOSH service.
Direct reports:	Child Care Workers, Casuals
Indirect reports:	Agency staff, as required
Location:	Penshurst, Penshurst West, Mortdale, Narwee, Summer Hill, Rockdale, Milperra as allocated
Award:	Children's Services Award 2010
Level:	Level 6

PURPOSE OF POSITION

- Manage the day-to-day operations of the OOSH service and provide team leadership to ensure implementation of and compliance with the National Quality Framework (NQF) including the Children (Education and Care Services) National Law National Law and Regulations.
- Provide leadership to ensure that educational programs and children's play and learning experiences reflect the learning framework for school aged care – My Time Our Place; and the service at least meets National Quality Standards.
- Deliver against 3Bridges Community's administrative, budgetary, marketing and Work Health and Safety expectations.
- Liaise with internal and external stakeholders, make referrals, notifications and display and distribute service and community information to support children and families.
- Act as Responsible Person as required at other OOSH services.

SELECTION CRITERIA

Desirable criteria

- Report writing, capacity to promote service in a positive light.
- Understanding of child care administration software e.g. Hubworks
- Computer literate and demonstrated capacity to use Office suite – Word, Outlook, Exel
- Possess Safe Food Handling, Child Protection certification

PERSONAL ATTRIBUTES

- Values high quality care and educational outcomes for children
- Team work, collaborative approach and can-do attitude

- Values and strives for continuous improvement in service delivery
- Shows patience, creativity and a sense of humour when confronted with challenges
- Shows respect and understanding of diverse views and opinions
- Embraces the challenge of providing team leadership and working effectively with colleagues within and outside the organization.

KEY RESPONSIBILITIES

Primary Responsibilities

- Manage the day-to-day operations of a centre based children's service in line with the National Quality Framework including the Care and Education Services National Regulations 2011 and 3Bridges Children's Services policies and procedures.
- As Nominated Supervisor ensures
 - All staff implement health and hygiene and safe food handling practices
 - Food and beverage provided is adequate and meets nutritional guidelines and the dietary requirements of individual children
 - Children's safety and wellbeing and fulfillment of obligations as mandatory notifier under the *NSW Children and Young Person's (Care and Protection) Act 1998*
 - Management of children's medical conditions including asthma, diabetes and diagnosed risk of anaphylaxis
 - Identification and assessment of risks associated with excursions and events and that controls are communicated and in place to minimise risk
 - Notification of serious incidents, injury and complaints to the Regulatory authority.
- As Educational Leader, provide Educators with guidance and leadership to develop, plan and implement quality programs for children that meet their physical, emotional, intellectual and social needs and which comply with the Framework for School Aged Care - My Time, Our Place.
- Lead the team in the implementation, review and continuous improvement of practice to ensure National Quality Standards and in readiness for monitoring and assessment and rating visits by the Regulatory Authority.
- Develop, implement and document progress against a Quality Improvement Plan (QIP).
- Address any areas of non-compliance identified through internal or external audits including visits by the Regulatory Authority, in a timely manner.
- Ensure compliance with service policies and procedures and review policies and procedures in collaboration with the Manager, Children's Services.
- Proactively plan for the needs of children with additional needs in cooperation with the Inclusion Support Team and management. Roster in line with Support Subsidy funding received and regularly submit attendances.
- Ensure that copies of the Education and Care Services National Regulations 2011, Law 2010 and Children's Services Policies and Procedures are accessible to staff and families.
- Ensure that all prescribed information is displayed (Regulation 173) clearly at entry within the service.

Workplace Development / HR

- Meet with and report progress against KPIs to the Assistant Manager Children's Services at least 6 weekly.
- Organise regular team meetings and daily briefings to ensure service team members have input to program planning, implementation and evaluation and are kept up to date with changes and areas for focus and improvement.
- Brief and monitor the performance of new, less developed and casual and agency staff to ensure compliance with service policies and procedures.



- Participate in workshops, forums and other educational opportunities as necessary to increase personal knowledge, keep up to date with industry trends and share this knowledge with other educators in the team.
- Assist with recruitment process, interview panels as required.

Administration/ Budget

- Lead the team in the accurate completion of timesheets, leave forms, payment requisitions, petty cash claims, etc. consistent with administrative expectations.
- Contribute to the development of the annual budget and manage expenditure in line with the agreed budget.
- Purchase materials/resources and equipment for the service within agreed budget and in compliance with safety standards and service policy and procedures.
- Ensure records are kept in a manner that ensures the confidentiality of families, children and educators and are archived in accordance with Regulatory requirements.
- Provide a monthly report to Manager Children's Services including occupancy levels, quality improvement implementation, incidents, training and task fulfillment within administration schedule.

Work, Health and Safety

- Complete Daily Indoor, Outdoor Inspection Checklist and undertake or arrange corrective action to address.
- Undertake WHS Audits of service and report to management as delegated.
- Ensure all incidents, accidents and near misses are reported, investigated, paperwork completed and follow up action undertaken, as necessary.
- Coordinate the induction of new staff to service site including briefing on site risk assessment and controls.
- Complete and update site and excursion, event risk assessments and communicate areas for attention and controls required to team.

Client and Community Engagement

- Maintain a customer service focus and incorporate family survey and direct feedback into the design of new and existing programs.
- Maintain good professional relationships with service clients (children and families), local schools, local community service agencies.

ORGANISATIONAL RESPONSIBILITIES

- Active and efficient member of the children's services management team.
- Ensure that Quality Assurance and Quality Management Standards in service delivery.
- Report community/client needs, threats, issues, complaints brought to your attention.
- Communication and reporting to the Assistant Manager and Manager, Children's Services against KPIs and other organizational expectations
- Participate in and plan agreed promotional activities.
- Decision-making, reporting and other responsibilities within agreed delegations, in relation to services and programs.

BACKGROUND CHECKS

- Working With Children Check – Yes

ORGANISATIONAL STANDARDS AND EXPECTATIONS

- Behaviour and Code of Conduct



- Children’s Services Policies and Procedures
- Privacy and Confidentiality Agreement
- Organisational policies and procedures
- Decision making and delegation matrix

Values	Behaviours
VIBRANT by being energetic and engaging.	<ul style="list-style-type: none"> • Seeking opportunities to do better. • Building inclusive relationships. • Learning and growing with our community.
OPENNESS by being welcoming, honest and transparent.	<ul style="list-style-type: none"> • Open in sharing knowledge and information. • Open to new ideas and ways of working. • Integrity in all we do.
INNOVATION in driving new ideas, opportunities to build a better community.	<ul style="list-style-type: none"> • Advocating for the community. • Leading change. • Continually improving
COLLABORATION by embracing new ideas, teamwork and partnerships.	<ul style="list-style-type: none"> • Working as a team. • Delivering valued services for our community. • Respecting differences.
EXCELLENCE through being recognised as leaders in the community.	<ul style="list-style-type: none"> • Striving to be the best we can. • Quality is a part of everything we do. • Professional performance.

BACKGROUND CHECKS

- Working With Children Check – Yes

ORGANISATIONAL STANDARDS AND EXPECTATIONS

- Code of Behaviour and Conduct
- Privacy and Confidentiality Agreement
- Organisational policies and procedures
- Decision making and delegation matrix
- Quality management System, Procedures and Manual.
- Aspire to and support the organisational values and vision.

RELATED DOCUMENTS

- Contract of employment
- Key performance indicators

PD Approved: Tina Warner



About 3Bridges Community

We are a new community organisation drawing upon 40 years' experience in supporting the communities of South Eastern Sydney. We aim to increase opportunities for people to work, care and grow in our community. We exist to:

- serve as a focal point for the provision of services targeting the most disadvantaged people in the community to relieve suffering, distress, misfortune, destitution or helplessness;
- assist and support families and individuals in our community to manage the challenges in their lives through the provision of services including case management, crisis intervention, counselling, childcare and a broad range of ongoing support services;
- stimulate community development.

Our scope of operations include:

- Early intervention and prevention programs for young isolated mothers and youth aged 12 to 18 and their families.
- Before and After School and Vacation Care services for school aged children located at 8 sites within schools and a community centre.
- Training services to increase capacity in the sector and community.
- Pathways to employment and social enterprises such as our home building service that helps people stay at home through home modifications.
- Social cohesion programs aimed to reduce isolation and enhance the quality of life for young adults with a disability and volunteer options
- Positive and Healthy Ageing centres, respite care, carers support, home care for the elderly and people with a disability.

We are a not for profit organisation. Our team consists of 140 staff and almost 300 volunteers. Our organisation is supported through \$5.9m in funding from a range of local, state and commonwealth programs as well as, the generous support of our many supporters. We received total income of over \$14m per year.

Our Vision

People living in connected and enriched communities.

Our aspiration

To be an innovative leader and trusted partner working with community, business and government to deliver sustainable services that enhance community capacity.

Our purpose

To give the community VOICE by:

1. Enriching lives (community relationships & purpose).
2. Making connections (no one needs to be alone).
3. Walking alongside (life changes and transitions).

Our front line service delivery will be within this region with our community services focusing on:

- Aged and Frail
- Family and Carers
- Children and Youth

3Bridges Community is a registered charity with the Australian Charities and Not-for-Profit Commission
ABN 96039601269

Our focus



Why more people would like to work with us

As an employer, we offer a wide range of flexible and "family friendly" appropriate working arrangements, aimed at creating an inclusive working environment in which all employees are able to achieve a healthy work/life balance. We also offer a competitive salary packaging program aimed at increasing the take home pay for permanent employees.

What our employees say about us

Our most recent confidential staff culture survey found:

- 84% of our employees are looking forward to continuing to work with us
- 85% believe the quality of our work is high
- 85% agree our working conditions are flexible
- 96% believe there is an open acceptance of cultural difference
- 81% like working with us

Salary packaging

General packaging

3Bridges Community utilises its fringe benefit tax exempt status to provide remuneration packaging for eligible team members (permanent or fixed term employees). The premise of Salary Packaging is simple: reduce an employee's annual tax liabilities so that their disposable income is increased. This includes up to the maximum limit allowable under current fringe benefits tax legislation (currently set at \$30,000 grossed up) may be packaged as fringe (non-cash) benefits.

Dining out expenses

In addition, staff can access a Meal Entertainment Card, which allows employees to set aside money from each pay to put exclusively towards dining out. This money is transferred to your card before it's subjected to income tax, so it effectively grants you tax free dining. Best of all, this benefit is available over and above the \$16,050 Salary Packaging threshold for 3Bridges Community permanent or fixed term employees. You can use your Meal Entertainment Card to pay at any restaurant, café, hotel, take away outlet with a dine-in facility or for meals provided by a caterer (such as wedding receptions or parties) where Visa is accepted.

Venue hire

3Bridges Community employees are also able to salary package accommodation and venue hire expenses in addition to general salary packaging. Employees can salary package the cost of holiday accommodation. It can be anything from an overnight stay to **accommodation** during a three month European holiday that you can package Tax Free without affecting what you normally Salary Package. It doesn't matter whether you stay in a caravan, cabin, motel, bed & breakfast or hotel. More details can be found at racvsalarysolutions.com.au.



Family Friendly Policies

Achieving Balance through Flexible Working Arrangements.

3Bridges Community is committed to providing fair and flexible conditions to staff, understanding that we all need to balance a range of activities and roles in our lives. We offer family friendly policies for individuals that need increased flexibility, through leave and working conditions. These provide a basis for discussion and negotiation when family situations need more flexible work arrangements such as fractional and part-time employment, rostered days off, time in lieu and more.

The following policies and procedures recognise that the provision of flexible work options is linked to enhanced organisational capabilities.

Rostered Days Off (RDO)

As part of 3Bridges Community's flexible approach to working conditions permanent full time employees have access to rostered days off. Full-time 38 hour a week permanent workers are offered the opportunity to work an eight-hour day in order to accumulate one rostered day off per four week cycle.

Time in lieu

By mutual agreement, an employee may be compensated by way of time off instead of payment of overtime (time for time) within three (3) months of it being accrued. This allows employees to attend personal commitments during traditional working hours.

Study Leave

Ongoing education of employees is valued by 3Bridges Community to support continuous improvement of service provision and career development. Employees can access up to 5 days per annum for approved training and development programs.

Maternity & parental leave

Our maternity leave provisions allow our employees to access parental leave when a child is born or adopted. Parental leave entitlements include maternity leave, paternity and partner leave, adoption leave, special maternity leave, a safe job and no safe job leave and a right to return to old job.

Variation to traditional office hours

Variation to traditional working hours will depend on the nature of the role and service commitments. An employee may be able to vary start and finish times by negotiating flexible working hours with their Manager.

Working from home

Our Working from Home Policy and procedures provides for casual/ adhoc working from home arrangements where work traditionally performed in the work place may be carried out at home.

Part time options

A large percentage of our work force are employed on part time basis. This allows employees to manage their caring or parenting obligations more effectively.

Child Care

3Bridges Community operate both before and after school care as well as, vacation care across 5 sites in the St George and Inner West Region. Staff are able to access these services and bookings (subject to availability) can be made on a full-time or part-time basis.

Employees with disabilities and carer's responsibilities

3Bridges Community is a strong advocate for and supporter of job applicants or employees who have a disability, an illness or responsibility for the care of a family member. We assist employees to fulfil their carer's responsibilities by making reasonable adjustments to their working arrangements.

Leave Purchase Scheme

Full time employees are able to participate in a purchase leave program to achieve a work / life balance. Employees may apply purchase either 10 days (2 weeks) or 20 days (4 weeks) additional annual leave in a 12 month period.

NAIDOC Week

All Aboriginal or Torres Strait Islander employees are entitled to one day off during NAIDOC Week to celebrate.