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## POSITION DESCRIPTION

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Outside School Hours Care Assistant

**POSITION**

Outside School Hours Care Assistant

**AWARD CLASSIFICATION**

*QLD Local Government Industry Award (Stream A) – State 2017*

*Richmond Shire Council Certified Agreement 2018*

*Queensland Employment Standards*

**LOCATION**

OSHC – 30 Crawford Street, Richmond

**REPORTS TO**

Outside School Hours Care Coordinator

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**POSITION OBJECTIVE**

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- In a learning capacity assist the OSHC Co-ordinator in the supervision of children and participate in the delivery and co-ordination of activities at the centre to achieve service requirements and objectives.

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**KEY DUTIES AND RESPONSIBILITIES**

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In a learning capacity assist the OSHC Co-ordinator in:

Supervision

- Be fully aware of and attentive to children's needs.
- Know where each child under supervision is at all times.
- Provide effective group supervision and exercise effective group management with children in a calm and civil manner.
- Follow and implement appropriate and positive behaviour management/ support strategies.
- Use appropriate discipline and or negotiation with children as required.
- Report constant misbehaviour problems to the Co-ordinator.
- Use discretions when supervising children's games – think of safety first and do not permit games that may endanger the children in any way.
- Join in children's games with enthusiasm and ensure all children can be included in the game if they choose.
- Encourage children's abilities and interests.

Service Delivery

- Understand and implement the service philosophy and goals.
- Support the service routine and program.
- Understand your Duty of care.

- Discuss issues that may arise with Co-ordinator during shift that may affect the programs operations.
- Participate in service's risk management procedures and implement safe work practices at all times.
- Adhere to the respective dress code and the uniforms of the service.
- Demonstrate knowledge and understanding of all service policies and procedures.
- Implement all relevant aspects of the service policies and procedures.
- Report all accidents / illness to the Co-ordinator immediately and record the details of this and any ensuing medication administering necessary.
- Seek to ensure that any misunderstanding is cleared up immediately to provide continuity on the OSHC environment.
- Follow the Co-ordinators instructions at all times – be adaptable to change.
- Support the Co-ordinator with all tasks – use initiative and advice the Co-ordinator if supplies are running low.
- Actively participate in the centre's quality assurance polices and processes.
- Respect the confidentiality of all families should you have access to their personal information – never share this information in an unprofessional context.
- Familiarise yourself with the legislation for childcare – follow and implement these standards.
- Show concern for punctuality and be commencing work at the start of your shift.
- Be flexible to meet the needs of the service.
- Use initiative and plan arts and crafts in advance.

#### Teamwork

- Provide assistance and support to staff members as required.
- Follow the directions of the Co-ordinator and be able to ask for advice or assistance when needed.
- Adopt a positive attitude to your duties, the team the environment and to the quality of activities and care provided for the children.
- Attend staff meetings as required.

#### Communication

- Communicate with other staff regularly regarding the children.
- Greet parents in a friendly and courteous manner.
- Frequently share positive information with the parents about the child's day.
- Always inform parents when an accident or incident has occurred which involves their child.
- Seek assistance from senior staff should managing situation prove difficult.

- Communicate with the children in a caring and compassionate manner. Be attentive and understanding of each child's individual needs.
- Model appropriate behaviours for the children and other adults at all times.
- Share your ideas with the Co-ordinator so they can be incorporated into programming

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#### **WORKPLACE HEALTH AND SAFETY RESPONSIBILITIES**

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- Follow safe practices and procedures to perform your duties in a manner that does not put yourself or others at risk of harm
- Actively participate in WHS inductions and training
- Participate in the development of safe work method statements and risk assessments with your supervisor when required.
- Wear personal protective equipment (PPE) in the prescribed manner and when required.
- Participate in workplace inspections if required.
- Take care of any plant or equipment of any kind, including telecommunication devices.
- Report all hazards, near misses and damage to Council's property to the responsible Supervisor.
- Report all injuries or illnesses to the responsible Supervisor immediately
- If injured at work, actively cooperate and participate with injury management obligations and return to work plans if applicable.
- Report any potential public liability and professional indemnity exposures in your workplace to the responsible Supervisor.
- Recognise the skills and talents of other staff members.
- Treat people fairly.
- Act to prevent bullying, harassment and discrimination against others in your workplace.
- Respect differences among your colleagues and customers such as cultural and social diversity.

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#### **OTHER REQUIREMENTS AND CONDITIONS**

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- Pre – Employment Medical Assessment at Council's expense
- Immunisation against Hepatitis A, Hepatitis B and Tetanus at Council's expense

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#### **PERFORMANCE STANDARDS**

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- All assigned tasks are completed professionally and within specified timeframes, and to required standards
- A high standard of customer service is provided to internal and external customers, with a courteous manner displayed and effective follow-up to resolve enquiries

- Safe and efficient operation and maintenance of hand tools, equipment and plant
- Work is performed in a safe manner with due consideration for the work site, the tasks being performed, and Council's policies and procedures
- Good housekeeping of work areas, vehicles and plant
- High level of participation, commitment to and concern for both the immediate team and corporate team, including willingness to follow directions, assist others, and be punctual and reliable in attendance
- High level of commitment to continual improvement of Council's policies and processes
- High level of commitment to continual improvement of personal work performance
- Effective, efficient and economical management of public resources
- Effective record-keeping
- Effective use of judgement and initiative
- Council's Policies and Procedures and relevant legislation are adhered to
- Other targets as outlined in the Performance Review are achieved

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#### **DELEGATED AUTHORITY**

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- Not applicable

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#### **INTELLECTUAL PROPERTY**

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Any literary work, computer program, invention, design, patent, copyright, trademark, photograph, diagrams, image, improvement or idea discovered, developed or produced by the employee in the course of employment is the sole property of Council and Council shall unless otherwise agreed have the exclusive right to use, adapt, patent and otherwise register it.

The employee following discovery, development or production of any literary work, computer program, invention, design, patent, copyright, trademark, photography, diagram, image, improvement or idea, shall immediately report it to Council to enable Council to ascertain whether it was discovered, developed or produced wholly outside and wholly unconnected with the course of employment.

The employee hereby assigns to Council by way of future assignment all copyright, design, design right and other property rights (if any) in respect to any literary work, computer program, invention, design, patent, copyright, trademark, photograph, diagram, image, improvement or idea developed by the employee in the course of employment.

The employee agrees that he/she will at the request and expense of Council complete all necessary deeds and documents and take all action necessary to vest any literary work, computer program, invention, design, patent, copyright, trademark, photograph, diagram, image, improvement or idea developed by the employee in the course of employment and obtain for Council the full benefit of all patent, trademark, copyright and other forms of protection throughout the world.

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#### **INFORMATION MANAGEMENT**

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The employee will comply with and effectively implement all legislative requirements and relevant Council Policies and Procedures pertaining to the collection, storage, use, disclosure, distribution and transfer of information, documentation and records that the employee produces, collects or is otherwise exposed to or becomes aware of through their employment with Council. With regard to personal information, the employee will collect only that

information which is needed for a lawful purpose related to Council's functions; issue verbal and/or written Collection Notices for the collection of personal information; and maintain current and accurate records. In addition, the employee will not intrude unreasonably on an individual's private life or use illegal or unfair means to collect personal information, and will otherwise comply with the *Information Privacy Act 2009* and Council Policies and Procedures.

The employee will not divulge any confidential information about Council either during or after the term of their employment with Council.

"Confidential information" shall include any and all confidential information, data, reports, operations, dealings, records, materials, plans, statistics, finances, or other agreements and things (other than that which is already in the public domain), whether written or oral and of whatever type or nature relating to property, assets, liabilities, finances, dealings or functions of Council or any undertaking from time to time carried out by Council.

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**AUTHORISATION**

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Director: Angela Henry - Manager Community Development & Services

Signature: \_\_\_\_\_

Date Originated: 18 August 2016

Date Reviewed: 06 January 2020

Employee: \_\_\_\_\_

Signature: \_\_\_\_\_

Date Originated: \_\_\_\_\_