OSHC First Qualified Service Director - Position Description

POSITION TITLE	OSHC First Qualified Service Director
DEPARTMENT / INDUSTRY	Children's Services
AWARD / AGREEMENT	Children's Services Award 2010
CLASSIFICATION / GRADE	Level 8

About YMCA South Australia

"We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit" (our mission).

YMCA South Australia is an accredited social enterprise, non-profit, and locally governed leader in our sector, serving the South Australian community for more than 175 years. With more than 1,200 like-minded colleagues (and growing), we deliver programs and services across the state in settings including schools and early learning centres, community recreation centres, swimming pools, gymnastics centres, allied health services, health and fitness facilities, community centres, camps and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life. We bring all of this together through an integrated social impact framework, so our efforts add up to something greater than any single program.

As a preferred employer, we invest in our people as much as we invest in our community.

Our vision (FY27-30) is **"Whole people. Strong communities. South Australia flourishing."**

The Y Factor

YMCA South Australia's culture is characterised by what we call "the Y Factor" – **"genuine care for the whole person, for every person."** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community's wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can "grow in body, mind and spirit".

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

"As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement."

As a motivated and customer focused leader, the OSHC Director will lead a highly engaged and dedicated team of children's services staff in the exceptional delivery of the National Quality Framework in Early Learning and Outside School Hours Care.

The OSHC Director will create and maintain the highest quality service of care to further the social, emotional and interpersonal development of children; and foster a supportive environment where children feel safe and happy.

Areas of accountability	Key duties
Delivery of Quality Service	• Provide leadership to ensure quality care, recreation and leisure programs for children, as well as direction, support and continuous learning for staff according to the National Quality Standards. • Provide program balance to include flexibility, variety, fun, safety, choice and support for the physical, social and emotional well-being of children. Utilising both MTOP and EYLF. • Plan for and facilitate the inclusion of children with additional needs, including children with disabilities, children with complex health support needs, Aboriginal children and children from culturally and linguistically diverse backgrounds. This may include the management of intervac and inclusive support services funding. • Provide quality care to meet the individual and group needs of school age children in a respectful, supportive, equitable and inclusive manner. • Plan, document, deliver and evaluate children's daily care routines. • Uphold and implement the philosophy, policies and procedures of the service, and review regularly to meet relevant requirements. • Encourage children to contribute views and ideas to enhance the service and support the philosophy of the service. • Utilise the positive behaviour support strategies that best suit your service and is in line with the school's behaviour support plans. • Create a service of integrity and security for all children, families and employees involved. • Provide written and verbal information about relevant aspects of service delivery for families and how they can become involved. • Assist families in a sensitive, supportive and professional manner. • Ensure the safe and secure storage and maintenance of records, materials, resources and equipment.

	• Supervise the purchase, provision, preparation, storage and labelling of a variety of nutritious and appropriate foods within regulated hygiene standards. • Purchase resources required to run your program. • Management of casual bookings. • Engage in continual improvement for staff and OSHC site. • Some sites may need to manage the transport of children from other schools to the YMCA OSHC in BSC and ASC. • Complete on the floor duties as required • Undertake other duties commensurate with salary.
Staff Management and Leadership	• Lead and share information, knowledge and expertise on practice, policy developments and community changes that may impact on the program. • Develop staff awareness of accountability, legal liability and duty of care to children. • Collaborate with staff in observing, supporting and extending children's participation in the program. • Oversee and lead other staff to implement a recreation and leisure program. • Build the capacity of staff by supporting and mentoring others to take on leadership roles. • Support a culture of continuous learning in the workplace (including own workplace learning). • Ensure your service is adequately staffed in accordance with relevant policy, legislation, and best practice. • Ensure that all staff are wearing appropriate uniform at all times including ordering uniforms for all new staff. • Supporting directors across all sites with covering shifts if required. • Be responsive to staff enquiries. • Assist in development of staff, including performance development plans and training requirements.
Compliance	• Ensure contract compliance is completed monthly IMS reporting system. • All children on site who require medication will have updated all required medication documents and medication in date. • Advisory meetings are to be held twice a term with the school, including a parent body. The director's report is to be provided to the school three working days prior to the meeting.
WH&S	• Ensure facility management checklist is completed each month. • Complete food safety audits from Council. • Complete incident reports, and log on YMCA Incident portal within 24 hours of the incident. Families are to be advised at pick up of the incident. If it is a major incident – relevant Area Manager is to be advised immediately. • Complete CARL notifications as required – following processes of YMCA Major Incidents.

Financial Management and Reporting	• Review profit and loss reports within the required time period and submit review to relevant area manager and Head of Children's Services. • Complete direct debit documents and return within the required time period to your relevant area manager. • Code and submit all invoices to the accounts team in a timely manner – within a week of receiving them. • Managing your own site's budget.

Key Relationships

Reporting to:	OSHC Regional Manager – Children's Services
Direct Reports:	Qualified and Unqualified Educators
Key Internal Relationships:	OSHC Directors YMCA South Australia staff OSHC Support Team
Key External Relationships:	Principal or delegate School Governing Council Families
Safeguarding Category	Child-Facing Role

Selection Criteria

Qualifications and Licences – Essential

- Holds an approved diploma qualification (or higher) as listed by ACECQA for SA.
- National Police Check (NPC) (must be within 6 months of issue date).
- International police check (for applicants who have worked overseas in the last 5 years).
- DHS South Australian Employment Working with Children Check (WWCC).
- RRHAN-EC Masterclass – Responding to Risks of Harm, Abuse and Neglect – Education & Care.
- HLTAID009 Provide CPR.
- HLTAID012 Provide First Aid in an Education and Care setting.
- Food Handling certification
- Catholic Police Check (obtained for all OSHC educators, but mandatory only for certain sites)
- National Child Safety Training (Foundation and Advanced, as required by Dept. of Education)

Knowledge and Experience – Essential

- Strong leadership experience to staff including training, quality improvement, support, and maintaining the standards of the service.

- Demonstrated experience in delivering a provision of program balance to include flexibility, variety, fun, safety, choices, and support for the physical, social and emotional well-being of children within each site.
- Experience in planning for and facilitating the inclusion of children with additional needs, including children with disabilities, children with complex health support needs, Aboriginal children, and children from culturally and linguistically diverse backgrounds.
- Experience in supporting sites to develop, document, deliver and evaluate children's daily care routines.
- The philosophy, policies, and procedures of the service are upheld, implemented, and reviewed regularly to meet relevant requirements.
- The ability to lead and share information in addition to knowledge and expertise on practice, policy developments, and community changes that may impact the program.
- Strong understanding of how to develop staff awareness of accountability, legal liability, and duty of care to children.
- Demonstrated ability to build the capacity of staff by supporting and mentoring others to take on leadership roles.
- Support a culture of continuous learning in the workplace (including own workplace learning).
- Understand and work under the guidelines of the YMCA South Australia - Safeguarding Children / Young People Policy.

Personal Attributes

- Demonstrates a commitment to the YMCA's mission and can role-model the "Y Factor" to others.
- Creates a fun and exciting work atmosphere that is hardworking, and goal orientated.
- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Promptly responds to customers' needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.
- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y. Y People in Direct Contact Roles will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.
- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.

- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.
- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.

Approval of Position Description

Date created or revised:	25/08/2026
Approved by:	Annie Hart- Head of People and Culture

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	