

OSHC Regional Manager

Department / Industry	Children's Services
Agreement / Award	YMCA South Australia Manager Terms and Conditions of Employment
Classification / Grade	Manager Grade 2

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 (YSA) is a not-for-profit organisation that has served the South Australian community since its founding in 1850, being the first YMCA in Australia. Today, with around 900 staff (and growing), we deliver programs and services across the state in settings including community recreation centres, swimming pools, health and fitness facilities, community centres, early education and schools 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.

Our vision is to see ***“lives enriched through wellbeing”*** in this wider, and more integrated, sense across all of the South Australian communities in which we work

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 Regional Manager 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.

Working closely with the Quality Support Team, Customer Support Team and Children’s Services Leadership team to support the Directors and OSHC staff achieve quality care, recreation and leisure programs for children and communities.

This will be recognised through superior care and service quality, enhanced reputation, and strong financial outcomes to sustainably grow impact for children.

Key Accountabilities	Key Tasks
Delivery of Quality Service	• Leadership is provided to ensure quality care, recreation and leisure programs for children, and direction, support and continuous learning for staff according to the National Quality Standards • Support services with 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 • The philosophy, policies and procedures of the business are upheld, implemented and reviewed regularly to meet relevant requirements • Assist Services to implement the positive behaviour management procedure • Support the provision of written and verbal information about relevant aspects of service delivery for families and how they can become involved • Families are assisted in a sensitive, supportive and professional manner • Support Directors to ensure responsibility as a Nominated Supervisor and other notifications are carried out to meet regulatory body compliance requirements • Develop, implement and review relevant risk management strategies as directed by the YMCA • Oversee the Risk management and notification to authorities in the event of an emergency affecting children, staff or visitors to the Service • Build YMCA South Australia's reputation as a quality of provider of OSHC services • Perform other duties as required and comply with reasonable directions.
Staff Management and Leadership	• Manage the recruitment process for new Directors • Provide first level support to directors including reviewing reports, Vacation Care programs, timely response to questions • Provide direction and leadership to staff. This will include recruitment, training, appraising and performance management of staff to assist in achieving team goals and maintaining the standards of the service • Attend interviews if required • Share knowledge of child development and effective approaches to facilitating children's recreation and leisure programs • Lead and share information, knowledge and expertise on practice, policy developments and community changes that may impact on the program • Development of staff awareness of accountability, legal liability and duty of care to children • Oversee and lead other staff to implement a recreation and leisure program based upon recognised School Age Care Framework (My Time, Our place) • 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) • Facilitation of regular Director meetings.
Partnerships	• Attend Advisory committee meetings and meetings with school leadership as required • Oversee the compliance of Services for the contract checklist and Governing Council reports

YMCA South Australia

Work, Health & Safety	- Attend WH&S committee meetings as required - Ensure staff are aware of the EAP program and information is provided on health and safety matters - Manage the Material Data Sheets for the chemicals on site
Financial Management and Reporting	- In conjunction with the Head of Children's Services; prepare, monitor and review the service's annual budget and fee structure - Accurately complete and submit payroll within the agreed timelines - Review monthly financial results and support Directors in interpreting and recording budget alignment. Report on overall impact in conjunction with Head of Children's Services.
Development	Assist with the development of staff including performance development plans and training requirements.

Key Relationships	
Position reports to:	Children's Services Operations Manager
Direct reports:	Service Directors as per region
Key internal relationships:	- Head of Children's Services - OSHC Regional Managers - Educators - YMCA South Australia staff and volunteers - OSHC Customer Support Team - Education and Inclusion Leaders - Quality Support Team
Key external relationships:	- School Communities - Education Standards Board - Gowrie SA - Principal or delegate - School Governing Council - Families - Department for Education

Selection Criteria

Qualifications and Licences - Essential

- Tertiary qualification in Children's Services (relevant field) or relevant experience
- Certificate of completion for "Responding to Risks of Harm, Abuse and Neglect" (RRHAN-EC) training
- National Criminal History Record Check (NCHRC) – Certificate must be within one (1) year from date of issue, otherwise must renew check before commencement
- Working with Children Check

YMCA South Australia

- Current Provide Emergency First Aid in an Education and Care Setting (HLTAID004)
- Provide CPR Certificate (HLTAID001) or equivalent
- National Child Safety Training (Foundation and Advanced, as required by Dept. of Education)

Personal Abilities and Experience – Essential

- Strong leadership experience to staff including training, quality improvement, support, and maintaining the standards of the service
- Demonstrated knowledge on how educational leadership is provided to ensure quality care, recreation and leisure programs for children, and direction, support, and continuous learning for staff according to the National Quality Standards
- 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)

Personal Attributes

- Demonstrates a commitment to the YMCA's mission, and is able to 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

Safeguarding Children & Young People

In order 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:

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

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.

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- 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

Approval of Position Description

Date created or revised:	11 June 2025
Approved by:	Komala Champion Head of Children's Services

Acknowledgement of Incumbent

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

Name:	
Signature:	
Date:	