



Position Description

Position Information	
Position	Quality Support Officer
Date approved	January 2023
Program	Quality Support Unit (School Aged Care)
Supervisor	Operations Manager, School Aged Care and Family Day Care
Location	YWCA Canberra Children's Services sites
Hours of work	38 hours or as specified in letter of appointment
Salary	Grade 4.2 in the YWCA Canberra Enterprise Agreement 2023-2027
General Conditions of Employment	
<ul style="list-style-type: none"> • YWCA Canberra Enterprise Agreement 2023-2027 • Appointment is subject to obtaining a satisfactory Working With Vulnerable People check at own cost • Appointment is subject to providing a Police Check valid within the last 3 months • Appointment is subject to satisfactory working rights in Australia • All YWCA Canberra policies and procedures will apply • Subject to a 6-month probation period 	
Position Statement	
<p>As a member of a small and professional team, the Quality Support Officer is responsible to the Operations Manager, School Aged Care (SAC) and Family Day Care (FDC) for supporting service delivery to families accessing YWCA Canberra's School Age Care and Family Day Care services in accordance with YWCA Canberra's policies and procedures, National Quality Standard, Early Years Learning Framework, My Time Our Place, Commonwealth Family Day Care Guidelines, YWCA Canberra Enterprise Agreement, and other regulatory and funding body requirements.</p>	
Responsibilities	
School Age Care Programs	<p>Assisting in the delivery of quality SAC Services to families and children, support SAC Program Managers and educators to:</p> <ul style="list-style-type: none"> • Develop a program in line with the My Time, Our Place Framework (MTOF), EYLF and the National Quality Standards (NQS) • Implement and maintain an innovative SAC program: <ul style="list-style-type: none"> ○ based on planning, reflective practices and intentional teaching; ○ in conjunction with local businesses, schools and other organisations to broaden the children's connectedness to their community; and

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	<ul style="list-style-type: none"> ○ include appropriate indoor and outdoor experiences, physical activity, music and movement ● Evaluate SAC programs according to the objectives and outcomes of program and teaching strategies. ● Establish learning assessments and identify learning outcomes for all children in care. ● Understand and comply with policies, procedures and guidelines including relevant Code of Conduct and Code of Ethics. ● Implement National Quality Standards and requirements including the assessment and rating process. ● Maintain high levels of hygiene and WHS in accordance with policies, procedures and relevant legislations. ● Develop collaborative working relationships within teams and between team members. ● Attend Program Manager and Educator meetings to support learning and program delivery.
<p>Family Day Care Educators</p>	<ul style="list-style-type: none"> ● Participate in the selection and training of FDC educators, including initial home interviews, home safety checks and pre-service training sessions, in accordance with YWCA Canberra Policies and Procedures.. ● Visit Family Day Care Educators regularly to provide support and monitor the provision of quality care. ● Arrange back up care/emergency care when requested by parents. ● Develop and maintain effective communication with parents and educators. ● Assist with the development and implementation of annual training plans for home based educators ● Assist Family Day Care Educators in maintaining requirements to meet National Quality Standards. ● Assess parent requests for childcare, arrange placements of children including interviewing parents and informing them of the schemes policies and procedures. ● Maintain accurate written records of contacts with educators. Ensure records relevant to educators and children are up to date. ● Assist in compiling and distributing information to Family Based Educators and parents. ● Maintain awareness, seek information on, and be actively involved in current FDC issues.
<p>The Children and their Families</p>	<ul style="list-style-type: none"> ● Treat each child with dignity and respect ● Support Program Managers and Educators to <ul style="list-style-type: none"> ○ monitor the safety and age appropriateness of toys and equipment ○ manage challenging behaviour using effective strategies ○ ensure children are appropriately and comfortably dressed for all activities ○ communicate effectively with parents, educators and external organisations

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<p>The Staff and Educators</p>	<ul style="list-style-type: none"> • Participate in the attraction, selection, onboarding and development processes for casual educators in accordance with YWCA Canberra’s Policy and Procedures. • Supervise and support Educators including trainees, students and volunteers • Assist managers with Human Resource Management processes and issues. • Ensure Educators are kept well informed of YWCA Canberra’s policies, procedures and activities. • Support Program Managers and Educators to attend Professional Development initiatives • Conduct regular performance appraisals and professional development plans for Family Day Care Educators. • Answer telephone enquiries. • Assist in identifying and updating policy and procedure requirements. • Support participation in Children’s Services Traineeship’s and support as required. • Assist with rostering casual staff for SAC programs as required. • Participate in the after-hours on-call roster as required.
<p>Other Agencies</p>	<ul style="list-style-type: none"> • Develop and maintain community and professional relationships. • Liaise with external stakeholders where appropriate. • Ensure clear, accessible and current information regarding the programs and YWCA Canberra is available at all times.
<p>YWCA Canberra</p>	<ul style="list-style-type: none"> • Ensure that the Operations Manager, SAC and FDC and other Quality Support Officers are informed of program events and concerns. • Attend all Program Managers meetings and other meetings as required. • Ensure monthly reporting is carried out using the RBA reporting framework as required (data collection) • Professionally represent YWCA Canberra at all times internally and externally. • Maintain a high quality corporate image in relation to all material distributed to clients, YWCA Canberra and external agencies. • Demonstrate commitment to the values and strategic direction of YWCA Canberra. • Undertake other duties as required and within the incumbent’s capabilities. • Adher to Work Health and Safety requirements for the portfolio and organisation.
<p>Selection Criteria</p>	
<p>Qualifications</p>	<ul style="list-style-type: none"> • Diploma in Children’s Services or equivalent (Essential); • Degree in Early Childhood Education or working towards (Desirable)

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Knowledge and Experience	<ul style="list-style-type: none"> • Posses sufficient knowledge, skills and experience to perform the duties of this level • Demonstrated communication skills and the ability to relate positively to educators, children and families • Working knowledge of the National Quality Framework 			
Capabilities and Behaviours	<ul style="list-style-type: none"> • The ability to carry out the duties of the position • Willingness to learn and undertake professional development • Willingness and ability to lead and work as a member of a team 			
Other Requirements	<ul style="list-style-type: none"> • Current full driver's license and access to vehicle with comprehensive insurance during working hours • A current Working with Vulnerable People Registration • Australian Citizenship or suitable rights to work in Australia • Current Senior First Aid Certificate or willingness to obtain one 			
Authorisation				
Acknowledgement by Incumbent	<table border="1"> <tr> <td>Signature:</td> <td rowspan="2" style="text-align: center;">Date</td> </tr> <tr> <td>Name:</td> </tr> </table>	Signature:	Date	Name:
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Executive Director	<table border="1"> <tr> <td>Signature:</td> <td rowspan="2" style="text-align: center;">Date</td> </tr> <tr> <td>Name:</td> </tr> </table>	Signature:	Date	Name:
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