Kidzone Administration Assistant

Kidzone Out of School Hours Care (OSHC) is a not-for-profit provider of out of school hours and vacation care located in Romsey. Our exceeding service is firmly child driven and a place where children can feel they truly belong.

NATIONAL QUALITY STANDARD (NQS)

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|  QUALITY AREA 7: GOVERNANCE AND LEADERSHIP |
| 7.1 | Governance | Governance supports the operation of a quality service. |
| 7.1.3 | Roles and Responsibilities | Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service. |

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| Kidzone OSHC Romsey  |
| POSITION | OSHC Administration Assistant  |
| SUPERVISOR | OSHC Coordinator/ Nominated Supervisor |
| DIRECT REPORTS | OSHC Coordinator, Administration Officer and Approved Provider. |
| QUALIFICATIONS | * Certificate 3, 4 or Diploma in Children’s Services or OSHC. (Optional)
* Valid Working with Children Check.
* National Police Check.
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| ESSENTIAL EXPERIENCE | * A minimum 2 years’ experience in an Office Administrator position within a childcare or community care setting would be preferable but not necessary.
* Demonstrated knowledge of the Family Assistance Law and Child Care Subsidy (CCS).
* Demonstrated knowledge of the requirements of the Child Care Subsidy System and ability to perform software application for compliance.
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| UP TO DATE KNOWLEDGE AND COMPLIANCE OF THE FOLLOWING LAW- REGULATIONS-ACTS | * Kidzone Policies and Procedures.
* Education and Care Services National Law (2010).
* Education and Care Services National Regulation (2011).
* National Quality Standard (NQS).
* ECA Code of Ethics.
* Occupational Health and Safety Act 2004.
* Commonwealth Privacy Act 1988 and the Australian Privacy Principles (APPs) (2014).
* Fair Work Act.
* Family Assistance Law (2018).
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| POSITION OBJECTIVES | * Provide administrative duties to assist with the smooth running of Kidzone in line with relevant regulations, policies, and procedures under the direction of the Administration Officer and Coordinator/ Nominated Supervisor.
* Build and maintain positive relationships with children, families, educators, staff, and management to deliver best outcomes for families and children.
* Provide support to the Administration Officer and Coordinator/ Nominated Supervisor with regards to areas including enrolments, finance, Family Assistance Law compliance and CCS.
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ROLE DIMENSIONS- KEY PERFORMANCE AREA

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| QUALITY AREA 1: EDUCATIONAL PROGRAM AND PRACTICE |
| 1.1 | Program | The educational program enhances each child’s learning and development. |
| 1.2 | Practice | Educators facilitate and extend each child’s learning and development. |
| 1.3 | Assessment and planning | Educators and co-ordinators take a planned and reflective approach to implementing the program for each child. |

Educational Program & Practice Key Tasks:

* Be proactive in ensuring currency in best Out of School Hours Care and Vacation Care practice.

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| QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY |
| 2.1 | Health | Each child’s health and physical activity is supported and promoted. |
| 2.2 | Safety | Each child is protected. |

Children’s Health and Safety Key Tasks:

* Promote child wellbeing and prevent harm to children and young people by adopting and adhering to the National Principles of Child Safe Organisations.
* Ensure compliance as a mandated reporter in accordance with the Kidzone Child Protection policy and procedures.
* Assist the Coordinator/ Nominated Supervisor to comply with child protection in the workplace.
* Inform the Coordinator/ Nominated Supervisor of all allegations or convictions of a child protection nature against an employee, of which you become aware.
* Recognise and report misconduct, illegal or inappropriate behaviour to the Approved Provider.
* Maintain and demonstrate knowledge of Occupational Health and Safety (OHS) legislation and safety issues relating to children and educators, staff, and visitors.
* Ensure a high standard of hygiene in compliance with procedures and policies.
* Assist with the reporting of serious incidents to the regulatory authority within 24 hours in line with Education and Care National Regulations.

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| QUALITY AREA 3: PHYSICAL ENVIRONMENT |
| 3.1 | Design | The design of the facilities is appropriate for the operation of a service. |
| 3.2 | Use | The service environment is inclusive, promotes competence and supports exploration and play-based learning. |

Physical Environment Key Tasks:

* Report any repairs and maintenance required to the Coordinator/ Nominated Supervisor.
* Ensure effective processes are followed to meet OHS requirements.
* Report any situation that may constitute a hazard to health and safety to children, families, educators, staff, or visitors to the Coordinator/ Nominated Supervisor or Approved Provider.

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| QUALITY AREA 4: STAFFING ARRANGEMENTS |
| 4.1 | Staffing Arrangements | Staffing arrangements enhance children's learning and development. |
| 4.2 | Professionalism | Management, educators and staff are collaborative, respectful and ethical. |

Staffing Arrangements Key Tasks:

* Have a working knowledge of the National Quality Framework and meet these guidelines in their work practices.
* Ensure compliance regarding policies and procedures relating to the operation of Kidzone.
* Always act within the guidelines set out in the Code of Ethics (Early Childhood Australia Inc.).
* Ensure administration tasks are completed to meet the needs of Kidzone in accordance with the National Regulations and National Quality Framework.
* Contribute positively and effectively to the team environment to ensure smooth operation of Kidzone.
* Promote a healthy team environment and develop positive channels of communication.
* Participate in ongoing professional development and training programs.
* Implement the *Grievance Policy* and procedures in relation to complaints or incidents.
* Ensure any grievances raised by educators or families are reported to the Coordinator/ Nominated Supervisor or Approved Provider.
* Attend meetings as required.

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| QUALITY AREA 5: RELATIONSHIPS WITH CHILDREN |
| 5.1 | Relationships between educators and children | Respectful and equitable relationships are maintained with each child. |
| 5.2 | Relationships between children | Each child is supported to build and maintain sensitive and responsive relationships. |

Relationships with Children Key Tasks:

* View and respect children as competent and capable.
* Promote positive, comforting, and nurturing relationships with children.
* Act as a positive role model, demonstrating appropriate behaviour and language.
* Communicate with children in an open, honest manner and ensure that the child’s perspective is regarded as unique and special.
* Ensure children are respected and their rights are being met (United Nations Convention on the Rights of the Child -CRC).

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| QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES |
| 6.1 | Supportive relationships with families | Respectful relationships with families are developed and maintained and families are supported in their parenting role. |
| 6.2 | Collaborative partnerships | Collaborative partnerships enhance children’s inclusion, learning and wellbeing. |

Collaborative Partnerships with Families and Communities Key Tasks:

* Promote clear communication between the management team and educators and families.
* Be courteous and helpful to the families in Kidzone.
* Provide administration support to manage information which assists families to access resources within the local and wider community.
* Be an advocate for high quality support services for children in our community.
* Provide administrative assistance to positively promote and oversee evaluation strategies (e.g., satisfaction survey) to determine parents communication views to use for future planning.

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| QUALITY AREA 7: GOVERNANCE AND LEADERSHIP |
| 7.1 | Governance | Governance supports the operation of a quality service. |
| 7.2 | Leadership | Effective leadership builds and promotes a positive organisational culture and professional learning community. |

Leadership and Service Management Key Tasks:

* Comply with, maintain, and review all Kidzone policies and procedures in accordance with the Education and Care Services National Law and National Regulations.
* Maintain a sound and current understanding of the National Quality Framework (NQF) and Family Assistance Law.
* Maintain compliance with the regulations as prescribed by the regulatory authority along with all legal and statutory requirements.
* Complete daily administrative tasks relating to financial areas including:
	+ receipt of parent payments,
	+ sending invoice and statement information to families and
	+ documentation of financial reports and records as requested.
* Complete daily administrative tasks relating to CCS funding requirements including:
	+ submission of CWAs and attendances,
	+ ensuring compliance of CCS requirements as per the Child Care Provider Handbook,
	+ reconciliation of CCS payments and
	+ keeping of records as per CCS requirements.
* Complete daily administrative tasks to assist in the smooth running of Kidzone:
	+ responding to emails,
	+ answering phones and providing assistance where necessary,
	+ assist with documentation and record keeping as per National Quality Standard,
	+ assist with recruitment, induction and orientation documentation as required,
	+ strive to achieve Kidzone’s goals (as outlined in Policy Manual) and ensure that Kidzone’s *statement of philosophy* is reflected in daily practice,
* provide regular reports and documents to the Coordinator/ Nominated Supervisor regarding operation of Kidzone as requested,
* ensure that the Coordinator/ Nominated Supervisor is informed of current issues within Kidzone,
* report directly to the Coordinator/ Nominated Supervisor of any problem arising, which would affect the children, service approval or rating, regulatory and legal compliance, or the smooth running of Kidzone,
* develop and maintain procedures relating to administrative functions of Kidzone, including development of routines and procedures are followed,
* maintain confidentiality of sensitive information in relation to educators, staff, families, children and Kidzone in line with the *Privacy and Confidentiality Policy* and procedures,
* comply with the Privacy and Confidentiality Policy and procedures, and
* any other duties within the scope of the role of *Administration Assistant*, under the direction of the Administration Officer and Coordinator/ Nominated Supervisor and/or Church Board or Approved Provider. This job description may be reviewed in the future.

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| I have received, reviewed, and understand the responsibilities as the ADMINISTRATION ASSISTANT. I also acknowledge that I am responsible for the satisfactory execution of these responsibilities and will adhere to all requirements as set out in the Job Description. |
| Employee Name |  | Date |  |
| Employee Signature |  |

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| Supervisor Name  |  | Date |  |
| Supervisor Signature |  |