

## Role Overview

<b>Role Title:</b> Service Coordinator	<b>Department:</b> Service Delivery
<b>Employment type:</b> Full Time, Permanent	
<b>Role Reports to:</b> Regional Manager	
<b>Primary Work Location:</b> Various	
<b>PD Author:</b> Barbara Elvin	<b>PD Revision date:</b> 5 July 2022

## Camp Australia Values

At Camp Australia, our values: courage, gratitude, respect, joy and belonging, underpin how we act and behave.



The choice to be adventurous, own our decisions, take action and trust others to do the same.



The act of being thankful and appreciating each other and the work we do.



The courtesy, kindness and care we show each other, all cultures and the environment.



The feeling of joy and fulfilment we achieve from being in the best place to do the work we love.



The sense of belonging we create by welcoming, understanding and including everyone.

## Role Purpose

The coordinator role is the single most important role in providing our services to the schools who partner with us and the families who entrust their children to our care. You are the leader who educates and cares for the children who use the program and guides children's growth. You and the team will build a sense of trust within the service and model behaviours that support each child to grow and achieve their developmental outcomes.

## Major Accountabilities

### Service Quality

- Prepare and undertake educational programming for the children in line with the National Quality Framework (NQF) and the relevant Approved Learning Frameworks.
- Ensure the service documentation and resources are in place
- Participate in Assessment and Ratings and be the leader of your service delivery

### Service Compliance

- Complete administration including staff records, child enrolment information, medical management plans, timesheets, rolls, incident forms, Service Information Board, and the service reflection journal.
- Participate in compliance audits and be the leader of your service delivery
- Deliver on any compliance audit actions in conjunction with the Regional Manager

### Safety

- Lead the educator team in ensuring adherence to the VSHAPE principles.
- Maintain control of the room
- Report incidents as per the required timelines to the Regional Manager

### Satisfaction

- Ensure the educator team engages with every child during every session. The team supporting you are an extension of you. They should be present, active, and helping manage a safe and compliant experience
- Engage with parents in line with the 5 P's' principles to manage engagement with parents upon pick up and drop off
- Lead the educator team in completing all internal training as required

### Growth

- Actively engage with the school and parent groups to promote Camp Australia services
- Distribute marketing materials to parents and the school
- Ensure the service and signage is presented clearly and accurately

Working Relationships	Decision Making Authority
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• General Manager</li> <li>• Regional Managers</li> <li>• Rocketeers Team</li> <li>• NQF Team</li> <li>• Resources Team</li> <li>• Training Specialists</li> <li>• Key Account Managers – recontracting services</li> </ul> <p>Partnership Managers – New Schools</p> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• School Stakeholders: <ul style="list-style-type: none"> <li>○ Principals</li> <li>○ Business Managers</li> <li>○ Parent organisations</li> </ul> </li> <li>• Parents and children</li> <li>• External Incursion/Excursion Providers</li> </ul>	<ul style="list-style-type: none"> <li>• Decision making in accordance with Camp Australia’s delegated authority policy.</li> <li>• Ensure that all documentation and records are accurate, and policies and procedures are always followed</li> <li>• To challenge where activities / programs are not delivering on the needs of the children in service</li> <li>• Oversight of educators while in service to ensure they are actively engaged in the delivery of the program</li> </ul>
Essential Experience	Critical Knowledge
<ul style="list-style-type: none"> <li>• experience in a childcare setting or OSHC service.</li> <li>• Completed Diploma or above in Childcare (or equivalent).</li> <li>• A current and valid First Aid Level 2 Certificate</li> <li>• A current and valid CPR Certificate</li> <li>• A current and valid Anaphylaxis Management Certificate</li> <li>• A current and valid Asthma Management Certificate</li> <li>• Relevant state or territory WWC check.</li> <li>• Coordination of educators while in service to ensure the health and wellbeing of all children.</li> <li>• Effective communication and interpersonal skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Some knowledge of the NQF</li> <li>• Effective time management skills</li> <li>• Foundational Microsoft Office skills</li> <li>• The ability to work flexibly and be adaptable</li> <li>• Resilient mindset and ability to channel stressful situations to a positive outcome</li> <li>• Good understanding of the Outside School Hours Care industry, including the current focus on learning.</li> </ul>