

## POSITION DESCRIPTION

<b>Position Title:</b>	Children's Services Educator (Qualified)	<b>Directorate:</b>	Community & Customer Services
<b>Position Number:</b>	CD0117	<b>Department:</b>	Community
<b>Employment Status:</b>	Part-Time	<b>Section:</b>	Child Care Connections
<b>Employment Type:</b>	Fixed-Term	<b>Location:</b>	Berriedale/Benjafield Child Care Centres
<b>Classification:</b>	Sch C, Salary Point 3 to 4		
<b>Reports to:</b>	Child Care Delivery Coordinator		

### PRIMARY PURPOSE:

This role is responsible for effectively delivering Glenorchy City Council's Child Care Connections program of professional services to children aged from birth to 7 years and their families.

### ORGANISATIONAL REPORTING RELATIONSHIPS:

#### 1. Internal:

- The **Children's Services Educator** reports to the **Child Care Delivery Coordinator** for all operational and management matters.
- The role is a key contributor to the Child Care Connections Team and will liaise with employees of Council.

#### 2. External:

- The role will liaise with external stakeholders such as members of the general public, ratepayers, residents, visitors and contractors to the City of Glenorchy.

### KEY RESPONSIBILITIES:

RESPONSIBILITIES/TASKS	DUTIES
Delivery of the Child Care Connections Program	Actively contribute and participate in the efficient, effective and flexible development and delivery of the program: <ul style="list-style-type: none"> <li>• Ensure that parent liaison and customer service is developed and maintained at a high standard</li> <li>• Ensure that children are well supervised and that their Health &amp; Safety is maintained</li> <li>• To actively work to the Education and Care Services National Regulations and National Quality Standards</li> <li>• Ensure that teamwork and communication is developed and maintained at a high level</li> <li>• To effectively and positively lead the management of children's behaviour from birth to 7 years</li> <li>• To adhere to Child Care Connections and Council's policies and procedures to have a sound knowledge of children's development</li> <li>• Ensure role modelling of a consistently high standard is maintained</li> </ul>
Quality Improvement Plan & Customer Service	<ul style="list-style-type: none"> <li>• To actively participate in the development, implementation and review of the Services Quality Improvement Plan (QIP)</li> <li>• Promote the positive image of Council as a whole</li> <li>• Ensure that a high standard of customer service is maintained to both internal and external customers</li> </ul>

	<ul style="list-style-type: none"> <li>Engage, listen to and act where appropriate on feedback from our customers</li> <li>Implement, evaluate and continuously improve quality systems and processes for the section</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Promote the positive image of Council as a whole</li> <li>Ensure that a high standard of customer service is maintained to both internal and external customers</li> <li>Engage, listen to and act where appropriate on feedback from our customers</li> <li>Implement, evaluate and continuously improve quality systems and processes for the section</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>Assist in the achievement of agreed outcomes consistent with department business plans and budgets</li> <li>Perform any other duties as directed</li> </ul>
<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>Support and adhere to Council's policies and procedures, code of conduct and relevant acts</li> <li>The incumbent is required to commit to use Council's electronic content management (ECM) system to retain records and documents relating to Council business as part of their employment</li> </ul>

This role may require reasonable after-hours activities and overtime when required by business needs.

Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their classification level, in any area of Council, as directed.

**SPECIALIST DELEGATIONS:**

- Nil

**KEY SELECTION CRITERIA:**

- Diploma of Children's Services, Associate Diploma Social Science (Child Care) or equivalent (as per the ACECQA website) and a current Vulnerable Persons Check and First Aid Certificate (HLTFA301C)
- Proven experience and knowledge of developing and implementing flexible programs for children (birth to 7 years), including sound knowledge of child development and the ability to respond and relate to individual children's needs to effectively manage their behaviour in a positive manner
- Demonstrates a sound understanding and knowledge of the Education and Care Services National Regulations and Quality Standard
- Demonstrated ability to work in a team environment and foster a positive team atmosphere, communicating effectively and providing a positive role model to other educators
- Ability to listen and to provide support and advice to parents efficiently and professionally, ensuring excellent customer service
- Ability to ensure that children are well supervised and that their health and safety is maintained in accordance with relevant policies, procedures and statutory requirements

**AUTHORISATION:**

I hereby agree that this position description accurately reflects the work requirements.

<b>Manager Name:</b>			
<b>Manager Signature:</b>		<b>Date:</b>	
<b>Director Name:</b>			
<b>Director Signature:</b>		<b>Date:</b>	

I have read and agree to abide by the requirements of this position description.

<b>Employee Name:</b>			
<b>Employee Signature:</b>		<b>Date:</b>	