

Position Description



Overview of The Federation of Western Australian Police and Community Youth Centres (PCYC)

Today, PCYC is visible across the whole state of Western Australia. There are currently 10 metropolitan centres and 14 regional centres, all engaging and developing young people. In addition, there are 32 PCYC Blue Light centres operative across the state. There were approximately 500,000 attendances recorded at PCYC activities each year, and 55,000 attendances at Blue Light activities. PCYC encourages positive involvement of young people in a safe and healthy environment. PCYC addresses youth needs and creates opportunities for young people to learn new skills, attend training programs and potentially gain employment.

“In partnership with community and government, provide opportunities to engage and develop young people in order to reduce offences against or by them through implementation of quality and relevant youth services.”

Position Objective – Out of School Hours Care Assistant (unqualified)

Position Objective: The primary objective of the Out of School Care Assistant (Unqualified) is to assist in the provision of a high quality out of school care program which meets the requirements of PCYC, Parents, Children and Funding and Licensing bodies. Supported by an experienced team, this position will provide care, activities and educational elements to those in the program.

While a representative of the duties and responsibilities of the role, this Position Description does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

Work Skills Required: Communication, Organisational Skills, Knowledge of childcare environments

Position Title: Out of School Care Assistant (Unqualified)	Centre / Division: Out of School Care	Employment Status: Casual	Remuneration Package: - Award	Roles Reporting to this one: - Nil
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Key Accountabilities		
Critical Success Factors	Major Activities	Performance Result
Job Competency	<ul style="list-style-type: none"> - Assist the coordinators with planning and preparation of interesting, educational and fun activities for children, and report feedback on activities - Active involvement with children in activities as directed by the coordinator - Aware of children with special needs and ability, meeting their needs in a manner which would not be detrimental to other children in care - Report any equipment defect or environmental irregularity to the coordinator - Ensure all equipment is utilised in a correct and safe manner - Actively supervise children - Maintain a clean and safe environment before, during and after the completion of programs - Monitor quantities of materials and resources and report to the coordinator any projected needs - Refer all parent concerns to the coordinator as appropriate - Prepare food following safe infection control principals - Clean and maintain all areas of the centre (internal and external) - Actively support and provide information to ensure the service meets licensing, accreditation and PCYC requirements - Develop an understanding of the rules, regulations and PCYC policies that govern programs - Attend staff meetings and where possible participate in program planning and evaluation - Additional duties as required 	<ul style="list-style-type: none"> - Assisting the coordinator with the smooth running of the service - Ensure children are safe and well supervised at all times - Report any changes in enrolment details to the coordinator - Encouraging children to take responsibility for the care and maintenance of equipment and resources - Provide a good role model by caring for PCYC property, putting things in the right place and being involved in general maintenance - Complete relevant paperwork concerning physical injuries of all persons involved - Actively involved in ensuring the service meets licensing accreditation and PCYC requirements - Ensuring that the service is presentable and inviting to our clients - Identify areas requiring cleaning and / or maintenance and respond promptly - Demonstrate effective self management
Customer Service & Client Management	<ul style="list-style-type: none"> - Maintain good working relationships with staff, patrons, customers, organisation and community representatives - Respond to enquiries from Centre and PCYC staff, centre members, community representatives and visitors in an effective and timely manner - Provision of competent and confidential administrative support to centre management and management committee 	<ul style="list-style-type: none"> - Customer satisfaction with services provided - Feedback received from clients / customers - Respond to client enquiries within a responsible timeframe - Maintenance of privacy and confidentiality of commercial, personal and operational information

Teamwork	<ul style="list-style-type: none"> - Guide and support other centre staff to deliver approved services and activities - Information to facilitate informed decision-making is prepared and shared with centre management and other staff as required - Model Code of Conduct behaviours by working cooperatively and effectively with work colleagues - Contribute to continuous improvement in Centre operations and customer service 	<ul style="list-style-type: none"> - Feedback from colleagues - Support centre management and other staff by sharing information in a timely and appropriate manner - Contribute positively to team and workplace effectiveness and harmony - Staff and team performance and feedback - Responds well to feedback on areas for improvement
Safe System of Work	<ul style="list-style-type: none"> - Understands and works to PCYC's Code of Conduct and OHS procedures - Works in safe manner and in compliance with approved, safe work practices - Implements and maintains safe work systems and workplace environment - Accepts personal responsibility for maintaining safe workplace and work practices 	<ul style="list-style-type: none"> - Work is performed safely - Identifies hazards within the workplace - Actively participates in OHS discussions at staff meetings - Reports workplace occurrences, injuries and/or illnesses as required - Proactively resolves workplace OHS issues
Challenges: <ul style="list-style-type: none"> - Need to be flexible and multi-task in a busy and demanding work environment - Ability to deal with child behaviour difficulties and conflicts in the best interests of the child and other children in care - Need to ensure accuracy in work performed - Compliance with PCYC policies and practices 		Key Communications / Interactions: <p>Internal</p> <ul style="list-style-type: none"> - Respond to directions and requests from centre management and State Office - Work cooperatively with staff members and volunteers - Respond to children's needs and concerns to ensure quality of service meets agreed standards <p>External</p> <ul style="list-style-type: none"> - Clients
Key Selection Criteria: <p>HIGHLY DESIRABLE</p> <ol style="list-style-type: none"> 1) Experience working within a childcare environment 2) Good written and oral communication skills 3) Excellent time management and reliability 4) Current Senior First Aid Certificate <p>This position requires eligibility to pass a Police Check and Working with Children Check</p>		

