



Position Description

Job Title	Community Support Officer
Award:	<i>Queensland Local Government Industry Award, Stream A – State 2017</i>
Division:	Division 2, Section 1 – Community Service
Classification: Salary Range	Level 3 \$1,082.00 per week to Level 4 \$1,142.00 per week, depending on skills and qualifications, plus relevant allowances
Employment	3 year contract
Department:	Community Services
Reports to:	Manager Community Services
Approved:	Chief Executive Officer
Version Date	V1 – May 2023

POSITION OBJECTIVE

The position will perform duties at the Croydon Child Care Centre as a Qualified Childcare Educator, when needed, to assist the Director in the preparation, implementation and evaluation of a developmentally appropriate program that addresses the needs of children individually and as a group in accordance with approved learning frameworks and Education and Care Services regulations. To care for children in a safe, fun and stimulating environment. To work with mutual respect and collaboratively with staff to challenge and learn from each other, recognising each other's strengths and skills. Manage the day to day operations of a quality service in accordance the National Quality Framework and the Education and Care Services National Regulations in the absence of the Childcare Director.

The position will maintain and supervise the Croydon Swimming Pool to a high standard and promote its use in a safe and appropriate manner to all members of the community.

The position will provide support within Council's Community Services, including sport and recreation, seniors activities and community events.

POSITION SPECIFIC KEY RESPONSIBILITIES

Qualified Educator (0.5% FTE)

- Provide education and care to children from birth up to and including over preschool age.
- Work with and provide support for all educators in the day-to-day operations of the Child Care Centre to ensure the service complies with relevant national quality standards, licensing and legislative requirements.
- Prepare and maintain equipment, educational materials and environment in a hygienic and safe manner.

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- Monitoring, recording and evaluation of individual children and provide feedback, information and issues of concern to the Childcare Director which contributes to the ongoing improvement of care and programs being implemented.
 - Communicate with parents in relation to activities, programs and interests of their children while encouraging parent participation in the programs.
 - Ensure children are supervised at all times with a focus on safety and wellbeing, a fun and stimulating environment in a relaxed atmosphere.
 - Actively participate in staff meetings and training opportunities as required.
 - Perform administration duties as required (i.e. accident reports, forms, checklists, etc.)
 - Carry out cleaning and laundry related duties.
 - Actively involve children in tidying up when an activity is finished.
 - Actively contribute to the quality improvement process.
 - Assist to minimise stress in young children and their parents when being separated.
 - Provide direction and support to Assistants and any work experience students in regard to the goals and programs in place.
 - Encourage and support Assistants to be actively involved in keeping of developmental records of children.
 - Consult with the Director on a regular basis, particularly on any matters of concern regarding any child or their family while maintaining complete confidentiality.
 - Manage the day to day operations of the service in accordance with the National Law and relevant policies and procedures in the absence of the Childcare Director.
 - Comply with all Workplace Health and Safety policies, procedures, standards and work instructions at all times.
 - Comply with Council's Code of Conduct at all times.
 - Actively seek opportunities to implement change that will contribute to improved efficiency and operations and discuss with the Childcare Director.
 - Undertake other duties as required within the scope of the position, knowledge, skills and capabilities.

Swimming Pool Attendant (0.4% FTE)

- Maintain and supervise the Croydon Swimming Pool to a high standard and promote its use in a safe and appropriate manner to all members of the community.
- Efficiently manage the day to day operations of the Croydon Shire Swimming Pool including lifeguard duties, supervision of pool users, cleaning of the pool and amenities, storage areas, pool surrounds, grounds and gardens.
- Carry out audits and inventories on equipment, safety check of facility and equipment.
- Ensure all pool users obey facility rules.
- Accurately record and inform Council of pool usage.
- Liaise with management to ensure operating times, rosters and supervision requirements are appropriate.
- Encourage community participation.
- Promptly report and record all incidents.
- Ensure appropriate safe access to and from the facility for all employees & visitors.
- Manage first aid and emergency response within the facility.
- Ensure the facility is securely locked when not in use and all signage is relevant, appropriately located and in good condition.
- Participate in training programs as required.

Other duties (0.1%)

- Provide assistance within Council, as directed.

SELECTION CRITERIA

Essential

- Diploma in Children's Services or Certificate III Early Childhood Education and Care with relevant years of experience.
- Current First Aid / CPR / Anaphylaxis and Asthma Certificate.
- Current and valid Positive Notice Working with Children Blue Card.
- Demonstrated knowledge and understanding of regulatory and legislative requirements and standards.
- High level of customer service skills, verbal and written communication skills and ability to effectively deal with a broad range of customers.
- Be self-motivated and have excellent time management, planning and organisational skills.
- Ability to work under limited direction and supervision and maintain a friendly and helpful work attitude.
- Manual C class drivers' licence

Additional / Desired

- Current Pool Lifeguard Certificate
- Pool Plant Operations & Maintenance qualifications
- Swim teaching qualifications
- Manual MR class drivers licence
- General Driver Authorisation

CORPORATE RESPONSIBILITIES

Projects – The specific projects set out in your ***Performance Agreement*** are in addition to those general responsibilities set out in this Position Description.

Policy and Procedural Responsibilities

Be aware of, and act in accordance with all council policies and procedures.

Code of Conduct

Adhere to behaviours, responsibilities, and actions identified within Council's Code of Conduct. Staff not adhering to the Code of Conduct may be subject to disciplinary action.

Work Health and Safety

Comply with all work health and safety legislation, codes of practice, and Council policies, procedures and guidelines. Use appropriate protective clothing and equipment.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility.

General

- Subject to prior approval by management, all employees should start no later than the assigned time and preferably arrive at least five (5) minutes prior for the purpose of setting up their work area.

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- All employees should notify their immediate supervisor within 30 minutes of their start time in the event of an unplanned absence.
 - Tasks allocated to this position shall be performed to a high standard, in accordance with procedural guidelines and timeframes, and with efficient and effective utilisation of resources.
 - Establish and maintain effective professional relationships with Managers, Supervisors, Employees and Contractors.
 - Maintain a positive team culture based on honest, trust and integrity.
 - Duties shall be carried out in accordance with accepted industry standards, compliance with various legislative requirements, standards and Council policies, procedures and local laws.
 - The employee shall show a spirit of cooperation towards their supervisor/s, other employees and the achievement of Council's aims and objectives.
 - It is a requirement that all Council employees maintain a current manual "C" class driver's licence at all times where driving forms part of regular work activities.
 - Foster and maintain strong public relations with Council's ratepayers, customers and other bodies directly or indirectly associated with Council.
 - Provide consistent and excellent customer service to all stakeholders.

Governance

- Ensure best-practice and compliant Records Management system is adhered to for the secure protection of Corporate Records.
- Contribute to policy, procedure, guideline development across Council ensuring each is up to date.
- Ensure all Information Privacy/ Right to Information requests are processed in accordance with statutory/ policy/ procedure/ guideline requirements.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Chief Executive Officer
Internal Liaison:	Mayor, Councillors, Chief Executive Officer, Managers, and all Croydon Shire Council employees.
External Liaison:	Federal and state government agencies, statutory authorities, Contractors, members of the community

MANDATORY REQUIREMENTS

- Police check – previous offences may not necessarily restrict employment.

POSITION DESCRIPTION AUTHORISATION

This position description is subject to change from time to time as Croydon Shire Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion and agreement with the position incumbent.