



POSITION DESCRIPTION
CHILD MINDING TEAM LEADER

POSITION HOLDER:	Vacant
SECTION:	Friends Health & Fitness
POSITION REPORTS TO:	Centre Manager
REPORTS TO POSITION:	Casual Child Minding staff
CLASSIFICATION:	Permanent part-time
STUDENT CARE:	N/A
HOURS OF WORK:	Permanent part-time - 25 hours/fortnight

PURPOSE

The role of the child minding Team Leader is to coordinate the Play Room program and the staff in regards to the care, welfare and safety of children from the ages of six weeks to five years, providing the highest quality care to ensure member satisfaction and continued participation.

PRIMARY DUTIES

- To plan and deliver daily activities for attending children.
- To ensure that all prospective families are informed of Play Room regulations in regards to immunisation requirements and records, allowed snack food and personal hygiene requirements.
- To ensure the safety and happiness of children in the care of the Play Room whilst ensuring the Play Room daily 'setup and pack up' is implemented.
- To maintain a clean and hygienic environment.
- To promptly respond to and resolve customer queries and complaints to ensure good customer relations and promote a friendly and efficient service.
- To report all customer feedback to the Centre Manager.
- To maintain a high level of supervision to children at all times.
- To remain observant of any safety risks within the child minding facility removing damaged toys or hazards immediately in order to minimise risk. Report all hazards to the Facility Coordinator.
- In a discrete and friendly manner, inform any incidences or concerns regarding a child privately to that child's parent.
- To coordinate staff availability and rosters for Child Minding.

- To provide advice to members and customers on the range of facility programs and products available in order to promote and encourage participation in other programs, and ensuring ongoing customer satisfaction.
- To promote the facility to prospective customers by providing quality information and explanations about equipment, programs and services available.
- To contribute as a member of the team, providing back-up assistance where needed to ensure a responsive and helpful interface is provided to customers.
- To contribute to the direction of Friends Health & Fitness by participating in meetings and providing input to review systems and processes within the team to ensure flexible and responsive service delivery that meets and exceeds customer expectations.
- To utilise effective communication lines within the team and management.
- To have an understanding of the needs of other departments within the centre and ensure your own department is supportive of this.
- To work with the Centre manager in maintaining policies, guidelines and procedures for the centre's child minding and ensure staff adhere to them.
- Ensure the Centre has a risk and workplace safety focus for the safety of all children and staff in child minding.
- Participate in a range of programs offered at the centre and maintain an interest in the aquatic and fitness industry.

DELEGATIONS

- Nil

SUPERVISION OF POSITIONS

- Casual Child Minding staff

KEY RELATIONSHIPS

- Assistant Manager
- Other FH&F staff

SELECTION CRITERIA

1. Post-secondary qualification Certificate 3 in Children's Services and experience in the children's services industry.
2. Proven ability to be punctual and able to manage time to meet customer expectations.
3. Proven ability to maintain relationships with FH&F members in order to promote the facility and its programs.
4. Proven experience in staff management.

5. Effective written and verbal communication skills in dealing with customers, staff and children.
6. Ability to maintain confidentiality.
7. Ability to lead a small team and work as a member of a larger team.
8. A current first aid certificate to attend to children's first aid needs.
9. Demonstrated commitment to professional development.
10. Demonstrated computer literacy, using standard software packages for word processing, and email.
11. The ability to work safely in a children's services & health & fitness environment and be fit to carry out the duties of the position.
12. Satisfactory National Police Check and current Working with Vulnerable Persons Check.

C O N D I T I O N S O F E M P L O Y M E N T

- A salary will be paid according to qualifications and experience at rates stated in The Friends' School (Health & Fitness) Enterprise Agreement 2018.
- General conditions of employment will be in accord The Friends' School (Health & Fitness) Enterprise Agreement 2018 and The Friends' School Staff Code of Conduct.
- Provision is made for Long Service Leave in accordance with the Long Service Leave Act 1976, with the exception that employees are entitled to Long Service Leave after ten years of service.
- In accordance with Australian Government legislation, employees are entitled to elect the complying superannuation fund into which their 9.5% employer superannuation contributions will be paid. However the School offers staff appointed to permanent positions an employee superannuation plan that provides a range of employer funded benefits to participating employees, including 10.5% employer contributions.
- Employees of The Friends' School will respect and comply with the Staff Code of Conduct.
- All appointments are made subject to the provision of a satisfactory National Police Record Check and current Working with Vulnerable People Registration. Any offer of appointment will become void should the Police Record Check or Working with Vulnerable People Registration present any concerns in respect to our Duty of Care to students and staff of the School.
- It is anticipated that staff will maintain the necessary level of fitness appropriate to fulfil the inherent duties of the position.

- In accordance with the Work Health and Safety Act 2012 (Tasmania), as an employee of The Friends' School you must:
 - Take reasonable care for your own health and safety; and
 - Take reasonable care that your acts or omissions do not adversely affect the health and safety of others; and
 - Comply, so far as you are reasonably able, with any reasonable instruction that is given by the School; and
 - Cooperate with any reasonable policy or procedure relating to health or safety at the School that has been notified to staff.
- Fee concessions are available to assist staff in having their children educated at the School.
- Corporate Health Insurance Plan through BUPA Australia and St Lukes.
- No cost use of gym and pool at Friends Health & Fitness.