

Position Description

Position:	OSHC Assistant
Incumbent:	Vacant
Key Result Area:	Community wellbeing
Classification:	Band 3
Agreement name:	Towong Shire Council Enterprise Agreement 2018, which incorporates the Victorian Local Authorities Award 2001 (VLAA 2001) and the Nurses (ANMF – Victorian Local Government) Award 2015
Employment term:	Permanent
Employment type:	Part-time
Worksite location:	Tallangatta Early Years Learning Centre
Reports to:	OSHC Room Leader
Supervises:	Nil
Approved by:	Acting Chief Executive Officer
Date approved:	March 2025
Document type:	Position Description
Reference:	Personnel

POSITION OBJECTIVES

- Demonstrate positive and supportive behaviours, consistent with Towong Shire Council's values, towards all staff, contractors, and Councillors.
- Embrace innovation, technology, and sustainability in delivering the objectives and key responsibilities of the role.
- Assist in the delivery of a high standard, developmentally based, educational program to meet the needs of children attending Council's Early Years Learning Centres.

KEY RESPONSIBILITIES

- Support the delivery of high-quality programs and practices that provide a safe, nurturing, stimulating and engaging environment that promotes children's play and learning for all children of all abilities.
- Support the implementation and evaluation of programs according to the needs of the children ensuring all legal, regulatory and ethical frameworks and government guidelines are adhered to.
- Develop positive and respectful relationships with children using information about children to inform practice and support their holistic development using an approved learning framework as a guide.
- Keep parents informed of the programs by documenting and displaying program goals, objectives and activities.
- Assist with the maintenance of appropriate administrative and child developmental records, including attendance, medical and accident reports, keeping all records and information contained in the child's record confidential.

- Work as an effective team member within the Centre, supporting staff, students and volunteers within the Centre reporting any difficulties to the Supervisor.
- Communicate with Room Leader/Centre Manager in any operations that need to be changed in accordance with regulations and conditions determined by the Department of Education and Training and in accordance with Council and the Early Years Centre's Policies.
- Improve and maintain professional knowledge and skills by attending Early Years Curriculum Days, Orientation Days, meetings, and relevant training programs as required.
- Maintaining a proficient knowledge and understanding of all relevant Children's Services Regulations, Centre Policies, and emergency procedures.
- Assist in cleaning the Centre when necessary.
- Continually improve the quality of service and operating systems of our services.
- Maintain confidentiality when performing the duties of the position and in liaising with internal officers, outside organisations and customers.

SHARED ORGANISATIONAL RESPONSIBILITIES

Customer Service and Community Engagement

- Provide a high level of internal and external customer service consistent with Council values.
- Promote the service within the community so that its aims and objectives are clearly understood.
- Liaise with customers and council staff to establish and resolve issues of service provision and project delivery.
- Ensure all customer requests are responded to in a timely manner and interactions recorded in the Customer Relationship Management system.
- Work with the Communications and Engagement team to prepare an appropriate communication/engagement plan as an integral part of project and service delivery and ensure the provision of timely and regular information relative to specific projects and service delivery.

Risk Management

- Ensure the Risk Management Policy and procedures are observed and complied with at a personal level.
- Ensure compliance with the Privacy and Data Protection Act 2014 (Vic) and treat all information of a sensitive nature concerning the business of Council, ratepayers or residents in a professional and confidential manner.
- Maintain confidentiality when performing the duties of the position and in liaising with internal officers, outside organisations, and customers.
- Create and keep accurate and complete records of business activities and decision making in Council's Corporate Record Management System and in accordance with the Public Records Act 1973.
- Observe the Code of Conduct and all appropriate Council policies and procedures regarding day-to-day conduct.
- Ensure compliance with relevant legislation, regulations, and codes of practice.
- Ensure that behaviours and actions are consistent with Victorian Child Safe Standards and related legislation.

Occupational Health and Safety

- Comply with Council's Occupational Health and Safety Policy and Procedures.
- Take reasonable care for your own health and safety, as well as the health and safety of others.
- Ensure that no actions are taken to interfere with or place at risk the health and safety of any person at the workplace; including employees, volunteers, or community members (including children).
- Co-operate with steps taken by Council for OHS compliance.
- Participate in OHS training and consultation when directed.
- Correctly use personal protective equipment and clothing as directed.
- Report hazards, injuries, accidents or incidents in accordance with Council Policy and procedures.

Emergency Management

- Observe and contribute to the Emergency Management Plan utilising the Department of Education and Training template and guidelines.
- Actively participate in and contribute to Council's Emergency Management processes, training and response as outlined in the Municipal Emergency Management Plan.

Other Duties

- Fulfill any other duties as directed by the Area Coordinator that are reasonably within the limits of the employee's skills, competence and training.

Additional Factors

- This position will require you to work at various locations within Towong Shire.

POSITION CAPABILITIES

A position at this level requires the following capabilities:

Accountability and extent of authority

- Ability to perform work under specific guidelines and the supervision of the Area Coordinator and in cooperation with the OSHC Room Leader.
- Ability to perform work in line with the standards and procedures relevant to the responsibilities outlined in the position description and work assigned to the position from time to time.
- Provide assistance with the planning and effective implementation of an appropriate educational program which meets the needs of the children attending the Early Years Centre.
- Observe all legislative requirements, established policy and recognised standards relating to the responsibilities of the position.
- Assist with the maintenance of developmental records for children attending the Centre.

Judgement and decision making

- Perform work with clearly defined and documented procedures, processes, and guidelines.
- Select from a limited range of techniques, systems, equipment, methods, or processes as required.
- Guidance and advice are always available.

Specialised knowledge and skills

- Proficient in the application of standardised procedures and practices relevant to the position.
- An understanding of the policies and procedures relevant to the department.
- An understanding of the functions of the position and its context within the wider organisations.
- Familiar with the Approved Learning Framework for school aged children "My Time, Our Place"

Management skills

- Ability to plan, organise and manage one's own work so as to achieve set objective in the most efficient way with the resources available within a set timeframe.
- Assist the Area Coordinator with providing guidance, advice, and training on routine technical, procedural or administrative matters, as required.
- Basic skills in managing one's own work and time to achieve specific and set objectives in the most efficient way possible within the time and resources available and seek workload management support when required.

Interpersonal skills

- These positions require skills in oral and written communication with clients, other employees and members of the public and in the resolution of minor problems.
- Ability to work as an effective team member.
- Strong oral and written communication
- Ability to communicate with both internal staff and members of the public and resolve minor issues.
- Ability to work as a team member and maintain effective communication with staff.
- Good verbal communication skills to communicate with children, parents and other employees, and enable the resolution of minor problems.

Qualifications and experience

- At a minimum Certificate III in Children Services or equivalent.
- Experience and proven ability in assisting with teaching or caring for school aged children.
- Experience in working cooperatively with parents and families.
- Current and satisfactory Police Record Check.
- Current and satisfactory Victorian Employee Working With Children Check.

KEY SELECTION CRITERIA

1. Successful completion Certification III in Children Services or above.
2. Sound knowledge of the issues and needs that affects children and their families, and experience in applying strategies to support inclusive practice and positive outcomes for children.
3. Knowledge of the National Quality Framework and My Time Our Place Framework and an understanding of how to apply and adopt, relevant policies, standards and regulations, into the teaching program.
4. Organizational skills and the ability to priorities work.
5. Excellent oral and written communication skills.

Physical and Psychosocial Working Conditions

Posture / Activity	Rarely required	Occasional	Frequent	Regular/ Continuous
Sit			X	
Exposure to a computer screen			X	
Stand / walk				X
Walk over even and uneven ground, including walking up steps into the office / building			X	
Perform forward reach with both upper limbs, sometimes carrying an object			X	
Perform neck rotation.				X
Perform neck flexion.				X
Alternate posture from a sitting to a standing posture			X	
Perform elbow flexion				X
Kneel, crouch or squat carrying objects		X		
Lift and carry up to 5kgs to 10kgs		X		
Lift 10kgs to 25kgs	X			
Reach to ground level, sometimes lifting an object from the ground			X	
Perform fine hand manipulation of both right and left hands				X
Perform side reaching			X	
Perform tripod grip (e.g. to hold a pen)				X
Perform low back rotation, sometimes while carrying an object			X	
Perform wrist flexion, ulna, and radial deviation			X	
Drive work vehicles for work purposes		X		
Potential to work in different learning centre locations		X		
Work with children – move quickly, lift children, hear and respond to the verbal noise's children make (speaking, crying etc), deal with challenging behaviours e.g., conflict between children, hitting, yelling etc.				X
Toilet children			X	
Exposure to childhood viruses, colds, flus, pathogens etc.			X	
Cleaning and general housekeeping duties			X	
Attend workplace meetings in meeting rooms		X		
Work with computer software and phone apps				X
Follow instructions from your direct supervisor or people with authority to direct people in the workplace			X	
Work to deadlines, to manage competing priorities and associated work stressors and to adapt quickly in a dynamic workplace			X	
From time to time provide support on projects and tasks that are outside the normal scope of the role		X		
Contribute to a busy team			X	
Regularly communicate with team members and key stakeholders from diverse backgrounds, with possibly			X	

differing opinions, viewpoints, values, personalities, and priorities				
Ability to manage interpersonal workplace conflicts and frustrations in a positive manner			X	
Capacity to liaise with the external customers who may exhibit challenging behaviours at times.		X		
Working inside and or an office shared environment, with limited space, with other people (office noise, indoor lighting, air conditioning / heating)				X

This position description has been approved by the Acting Chief Executive Officer.



Mark Florence

Acting Chief Executive Officer

Date: 12/3/2025

Acceptance of position description

I,, have read and accept the conditions of the OSHC Assistant Position Description outlined above and agree to abide by Towong Shire Council policies and procedures.

I understand that any information I have given in my application for employment, or any statement found to be deliberately misleading, or any information that has been omitted will make me liable for dismissal.

Signature:

Date: