

Position Description Including Selection Criteria

1. General Information

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| Position Title: | Holiday Activities Program Coordinator |
| Award: | Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016 |
| Position Grade: | Children's Services 2.1 |
| Position Type: | Casual paid at an hourly rate and subject to program viability |
| Reporting To: | CCC Assistant Manager |
| Supervises: | Holiday Activity Staff and volunteers leaders |
| Work with: | Customer Services Officers CCC Team members and volunteers SCCC Team members and volunteers |
| Work Schedule: | 2022 – During Victorian school holidays Hours: 8am to 5pm (includes 30-minute lunch break) January: 17th - 21st & 24th - 28th (excluding 26th) April: 11th - 14th (excluding 15th), & 19th - 22nd (excluding 18th) June/July: 27th June - 1st July & 4th July - 8th July Sept: 19th - 23rd & 26th - 30th |

2. Context

Cheltenham Community Centre (CCC) is a significant focus of community strengthening in the southern metropolitan region of Melbourne through its provision of childcare, educational, vocational and social programs for the local community. As one of 400 Neighbourhood Houses across Victoria, CCC is committed to the principles of Community Ownership, Community Participation, Empowerment, Access and Equity, Life-long Learning, Inclusion, Networking, Advocacy, Self-help and Social Action.

CCC operates as an incorporated, not for profit organisation with over 500 members/participants from a wide cross section of the local community. CCC employs over 25 staff and has a turnover of around \$900,000 per annum but a significant proportion of the organisation's capability and output is derived from the contribution made by many of its members on a voluntary basis.

CCC is involved in four main program areas – Childcare Services, English as an Additional Language (EAL) and Literacy Training, Holiday Activities, CCC Bolts Netball Club, Community lunch program, and a series of community programs including recreation programs.

CCC's revenue base includes grant funding from the Council for Adult, Community and Further Education (ACFE), Melbourne Polytechnic (MP), Department of Health and Human Services (DHHS), and Kingston City Council along with fee revenue/cost recoup from its client/member base.

CCC and SCCC partnership

Cheltenham Community Centre and Southern Community Church of Christ have worked in creative partnership since 1986. Because both organisations believe they can achieve more together than they can working alone, they are committed to celebrating and developing the unique and diverse contributions that each organisation brings to the partnership.

Together, CCC and SCCC seek to enrich the experience of community for all people, offering access to a broad range of activities, programs, opportunities and resources to enable people of diverse backgrounds, abilities and interests to live life to the fullest.

The creative partnership between CCC, a secular organisation, and SCCC, a faith-based organisation, is grounded in their shared values and their shared mission to strengthen, resource and support the wider community. Each organisation brings expertise in some specific program areas (see CCC and SCCC websites), and together they deliver a range of exciting partnership projects. Through this creative partnership, CCC and SCCC have been able to develop, initiate and conduct a broader range of programs, offer a more meaningful experience of community, and provide a more expansive network of resources for the community.

3. Role Overview

Reporting to the CCC Assistant Manager, the Holiday Activities Program Co-ordinators' plan and deliver enjoyable, age appropriate, safe, compliant and stimulating school holiday activities for primary school children aged between 5 and 12 years old.

The aim of the Holiday Activities program is to provide primary school aged children an activity-based program to learn new skills; make new friends and socialise in a positive, encouraging community environment; provide a safe and nurturing program for children for working parents, and introduce children and families to activities and programs at CCC.

The program is conducted Monday to Friday of school holidays, excluding public holidays, for up to 8-10 days on a schedule determined by the Assistant Manager. The program can include incursions and excursions. The children arrive at 8.30am and leave at 4:30pm each day, and the Coordinator works from 8am to 5pm each day (8.5 hours plus a 30-minute lunch break) to include set-up and pack-up.

The role includes planning and preparation, day to day operation of the activities, management of the children, staff and volunteers, parent communications, OHS management/reporting, and program evaluation.

4. Key Accountabilities

Program operations

- i) Set up engaging arrival/welcome activities, catering to a wide range of ages and interests (LEGO, playdough, drawing, games, jumping castle etc.). Monitor and refresh this regularly as children's interests change
- ii) Conduct all special needs analysis and assign necessary staff each day to each sub group of children. This includes following the guidelines for any special requirements or needs and taking control of any medical needs.
- iii) Conduct all attendance, sign-in and out procedures and group separations. This includes the management of group numbers, group leader allocation and specific needs for specific activities.
- iv) Ensure child/staff ratios are followed strictly.
- v) Communicate all necessary information to parents involving accidents and incidents ensuring a CCC incident report is completed and communicated to Assistant Manager.
- vi) Recognise when flexibility is needed and react to the need to change original plans if required.
- vii) Ensure the safety of all children, assistant coordinators and volunteer leaders by maintaining a full view and knowledge of what is happening at all times.
- viii) Provide a safe, caring and stimulating program of activities for all children in attendance.
- ix) Set up and pack up the program as required, ensuring activities are organised to eliminate wait time for children.
- x) Maintain each group's attention while providing stimulating activities, always engaging the children and utilising the Assistants and Volunteer Leaders.
- xi) Manage children's behaviour for positive outcomes in a respectful and inclusive manner with the assistance of Assistants and Volunteer Leaders.

Leadership

- i) Lead and work within a team of educators, placement students and volunteers to ensure the care and adequate supervision of all children (including headcounts every half an hour, and as required, especially on excursions).
- ii) Mentor and encourage the Assistants and volunteer leaders, providing consistent and necessary feedback, being open and specific with advice and using the required dispute resolution techniques to enforce rules and abide by disciplinary needs if required.
- iii) With your staff leader, provide a clear and consistent explanation of the rules and expectations to all the children, during roll call and before transportation for an excursion.
- iv) Assist in organising holiday program teams to lead both small and large groups of children in activities & make modifications where necessary.
- v) Ensure all volunteers have received an induction and information about their role (see http://www.chelt.com.au/uploads/4/5/3/7/45379509/21leader_volunteer_pd_ccc.pdf).

Administration

- i) Organise planning of activities for the program, prepare shopping lists and purchase supplies/equipment required.
- ii) Liaise with Co-coordinator with which days each co-coordinator will plan.
- iii) Prepare a high level initial theme plan and send to Assistant Manager 8 weeks before commencement of program.
- iv) Prepare a detailed plan for each day of the program where required, and send to Assistant Manager 2 weeks before commencement of program.

Customer Relations

- i) Create a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- ii) Seek to be proactive in anticipating the needs and interests of children.
- iii) Seek and use feedback to further enhance customer service opportunities within the School Holiday Activities.
- iv) Respond promptly, thoroughly, and personably to requests, complaints, questions and suggestions, resolving problems and responding to requests directly where possible and referring issues to appropriate staff members when necessary.
- v) Assist parents and carers to access the wide range of other services offered within the facility, taking initiative to ensure customer awareness of services available to them in the facility and in the broader community.

Marketing

- i) Represent Cheltenham Community Centre professionally and positively.
- ii) Identify and report on parent and child needs and preferences as discerned through relationships formed and conversations conducted within the course of fulfilling duties.
- iii) Contribute actively to the culture of continuous improvement by bringing ideas and recommendations through regular conversation with the Assistant Manager and other team members on a daily or weekly basis as needed.
- iv) Bring ideas for promotion to the attention of the Assistant Manager

Communication and Teamwork

- i) Conduct morning briefings with assistants and volunteers to go through the day's plan.
- ii) Develop strong, trusting, respectful and reciprocal relationships with families and provide positive feedback in regard to their child or children.
- iii) Liaise with families via email, phone and face to face as needed in a timely and respectful manner (this includes but is not limited to email contact with families about bookings, greeting families on arrival and providing feedback to families about their child's day).
- iv) Provide respectful behaviour guidance when leading and guiding children through activities, including consideration to the child's developmental stage and responding with appropriate strength based communication strategies.
- v) Communicate with Assistant Manager with any suggestions to improve the programs.

- vi) Attend meetings with Co-coordinator and Assistant Manager to give updates, feedback, suggestions and recommendations to improve the School Holiday program, identify current community needs in order to assist CCC with future planning, and relay relevant information.
- vii) Communicate relevant and pertinent information to CCC team members as documented in the CCC Staff Handbook (under sub-heading “Communication”).

5. Working Relationships

| Who | Purpose |
|---------------------------------------|---|
| Assistant Manager | Line management reporting relationship, daily liaison regarding all aspects of the School Holiday Program as part of the CCC operation. |
| CCC Manager | Senior management relationship. |
| Customer Service Staff and Volunteers | Collaboration, guidance, and direction regarding all aspects of customer service aspects of the School Holiday program. |
| CCC and SCCC Staff and Volunteers | Peer Relationship - interaction and communication with staff, volunteers, instructors, teachers, and group leaders in each of the programs of CCC and SCCC. |

6. Organisational Values

| Value | Behaviour examples |
|---|--|
| Innovation and Creativity | <ul style="list-style-type: none"> ● apply new ideas ● learn from mistakes and continuously improve ● offer suggestions for improvement |
| Organisational Vitality/ Personal Growth | <ul style="list-style-type: none"> ● support/recognize the good efforts and achievements of others ● seek opportunities to learn new skills and roles ● learn about the broader organisation and contribute to its improvement |
| Responsiveness | <ul style="list-style-type: none"> ● show genuine interest in helping the community ● seek Community Centre members' feedback frequently ● work with the team and follow-through |
| Leadership | <ul style="list-style-type: none"> ● communicate the vision and values through our actions ● build the self-esteem of team members |
| People Emphasis | <ul style="list-style-type: none"> ● treat people with respect, dignity and trust ● learn to forgive others and move to improve CCC ● focus on improving relationships with CCC team and community members ● be positive |
| Communication | <ul style="list-style-type: none"> ● share information in a clear, timely, relevant way with team members and community members ● seek out information if we feel we don't know ● contribute information to team meetings |
| Integrity | <ul style="list-style-type: none"> ● keep commitments - do what we say we are going to do ● accept responsibility for what happens and what does not happen ● be honest in all actions |
| Participation | <ul style="list-style-type: none"> ● volunteer when opportunity arises ● seek out opportunities to be involved in different areas of the Centre |
| Commitment | <ul style="list-style-type: none"> ● continue learning at work ● involve ourselves in the change and improvement process |
| Competent People | <ul style="list-style-type: none"> ● believe that our people are good at what they do ● know our process including, cost, key success factors and measures |

7. Key Selection Criteria

- Demonstrated skills and experience in delivering programs or teaching early childhood or Primary School aged children.
- Ability to plan and deliver a stimulating, educational, fun, safe and caring program for 5 to 12-year-old children.
- Experience in a community organisation, either in a paid or as a volunteer, preferably with an understanding of the patterns of governance in community organisations and a capacity to work within a values-based framework.
- Ability to work with a broad range of people, and well developed interpersonal and communication skills.
- Ability to work comfortably within a busy team environment, managing time effectively and prioritising a wide range of tasks.

8. Terms of Employment

- Current “Working with Children” check.
- Police check within the last 6 months.
- The terms of the Program Coordinator position is casual and subject to program viability.
- This program is subject to change to remain compliant with any COVID-19 Government health restrictions and will not take place if the centre is closed due to COVID-19 lockdown.
- Wages and employment conditions are in accordance with the Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016 – Children’s Services 2.1.
- Regular appraisal of performance shall be conducted by the CCC Assistant Manager, and can include the CCC Manager.

9. Other Information

- The position is located at 2-12 Chesterville Road, Cheltenham, and will involve off-site activities and excursions.