



## **Position Description (PD)**

### **1. Position Overview**

**Position Title:** Director – Out-of-School-Hours-Care (OSHC)

**Program / Service:** Early Childhood Education and Care Services

**Award / Classification:** Children Services Award – Level 8

**Reports To:** Operation Director (Early Childhood)

**Direct Reports:** OSHC Program

### **2. Position Purpose**

The purpose of this position is to provide strategic leadership and oversight of the Out of School Hours Care (OSHC) service as the Nominated Supervisor, ensuring compliance with the Education and Care Services National Law, National Regulations and the National Quality Framework. The role is accountable for the overall performance, governance and sustainability of the service.

The position leads the delivery of high-quality, child-safe and inclusive OSHC programs aligned with My Time, Our Place, ensuring strong operational management, workforce capability and continuous improvement. The role operates across both strategic and operational levels, with the extent of direct operational involvement dependent on the size and structure of the service.

### **3. Key Accountabilities**

#### **1. Operational & Service Delivery**

- Provide strategic leadership and oversight of the operation, management and administration of the OSHC service, ensuring the service consistently meets all licensing and regulatory requirements.
- Fulfil and demonstrate statutory responsibilities as the Nominated Supervisor, ensuring all regulatory obligations are met, monitored and evidenced in practice.
- Lead service operations within a strategic framework, ensuring alignment with the National Law, National Regulations and staffing requirements.
- Oversee workforce planning, rostering and resource allocation to ensure appropriately qualified educators and relief staff are maintained to meet ratio, continuity and operational requirements.
- Ensure the delivery of high-quality, inclusive and engaging leisure-based, child-led programs aligned with My Time, Our Place, supporting the wellbeing, development and agency of school-aged children.
- Lead financial planning and oversee service performance, including budget development, forecasting, expenditure monitoring and responsible resource allocation.
- Drive service sustainability through effective management of utilisation, enrolments, and operational efficiency.

- Ensure families have meaningful opportunities to engage with the service and access information about their child, in accordance with legislative requirements.
- Where an Assistant Director or equivalent role is not in place, undertake and oversee operational coordination functions directly, ensuring continuity of service delivery while maintaining strategic oversight.

## **2. Quality, Compliance & Risk**

- Provide strategic oversight to ensure all aspects of service delivery comply with the Education and Care Services National Law, National Regulations, National Quality Framework (NQF) and National Quality Standard (NQS).
- Lead governance, compliance and regulatory engagement, ensuring the service is audit-ready and able to demonstrate high-quality practice at all times.
- Oversee the design, implementation and optimisation of systems that ensure compliance with health, hygiene, safety and supervision requirements, including safe environments and risk prevention controls.
- Lead a proactive risk management framework, ensuring hazards, incidents and regulatory matters are identified, recorded, investigated and escalated appropriately.
- Embed a strong child safety culture, ensuring active supervision, safeguarding practices and compliance with mandatory reporting obligations.
- Ensure compliance systems are both strategically designed and operationally maintained, including direct oversight where delegated roles are not in place.
- Ensure robust systems are in place to maintain accurate, secure and confidential records in line with the Privacy Act 1988 (Cth) and organisational requirements.

## **3. Leadership & Capability**

- Provide high-level pedagogical and operational leadership, setting direction for quality OSHC programs aligned with approved frameworks and organisational priorities.
- Build and sustain a high-performing, inclusive and child-safe culture through strong leadership, accountability and values-based practice.
- Lead workforce capability through supervision, coaching, mentoring and performance management systems that drive continuous improvement.
- Oversee strategic workforce planning, recruitment and succession to ensure a sustainable and capable workforce.
- Ensure effective induction, role clarity and ongoing development so all staff understand and meet their legislative and professional obligations.
- Facilitate reflective practice, professional learning and collaborative planning to support innovation and shared accountability.
- Manage complex people matters, including performance, conduct and grievance processes, in line with legislation, policy and organisational frameworks.

- Demonstrate due diligence under the Work Health and Safety Act 2011 (ACT) through leadership of safe systems of work and proactive risk oversight.
- Provide high-level reporting and participate in regular supervision with senior leadership, contributing to organisational strategy and decision-making.
- Where required, provide direct supervision and operational leadership to educators in the absence of a second-tier leadership role.

#### **4. Stakeholder & Relationship Management**

- Build and sustain strong, inclusive partnerships with families, supporting meaningful engagement in children's wellbeing, development and experiences.
- Promote open, transparent and respectful communication with educators, families and external professionals.
- Represent the service within the community and lead engagement initiatives that strengthen reputation, partnerships and trust.
- Drive strategies to promote the service, support enrolment growth and maintain sustainable occupancy levels.
- Collaborate with internal stakeholders to ensure alignment, consistency and integration across Children's Services programs.

#### **5. Continuous Improvement & Systems**

- Lead and embed a culture of continuous improvement aligned with the NQS, ensuring systems, practices and programs are regularly reviewed and enhanced.
- Design, implement and optimise systems that support quality service delivery, compliance, child safety and operational efficiency.
- Drive ongoing self-assessment, quality improvement planning and service evaluation using data, feedback and regulatory guidance.
- Oversee financial performance and sustainability through monitoring, analysis and evidence-based decision-making.
- Ensure the service philosophy, policies and procedures are embedded, regularly reviewed and aligned with best practice and legislative requirements.
- Lead the consistent implementation of My Time, Our Place, ensuring programs reflect leisure-based learning, child voice and agency.
- Lead assessment and rating readiness, including quality audits, regulatory engagement and continuous improvement processes.

#### **4. Mandatory Legislative & Governance Responsibilities**

The role holder is required to:

- Maintain accurate and complete records in accordance with statutory, audit, funding, and organisational requirements.
- Protect personal and sensitive information in accordance with the Privacy Act 1988 (Cth) and confidentiality obligations.

- Identify and report WHS risks, hazards, and incidents are reported in accordance with the WHS Act and organisational procedures.
- Comply with the Fair Work Act and relevant industrial instruments when supervising or directing staff.
- Ensure conduct and decision-making complies with anti-discrimination, equal opportunity, and anti-bullying legislation.
- Act ethically and in accordance with organisational values, policies, and codes of conduct.
- Perform other duties as directed, commensurate with the scope and expectations of the role.

## 5. Key Relationships

### Internal

| Relationship                         | Purpose                                         |
|--------------------------------------|-------------------------------------------------|
| Operation Director (Early Childhood) | Direction, reporting, escalation                |
| Senior Staff and Frontline Staff     | Leadership, operational guidance and support    |
| Corporate Support Teams              | Finance, people, compliance, systems, marketing |

### External

| Relationship                     | Purpose                            |
|----------------------------------|------------------------------------|
| Families and Communities         | Engagement and service quality     |
| Regulators & Government Agencies | Compliance and operational liaison |

## 6. Capabilities & Selection Criteria

### Qualifications

- ACECQA-approved qualification relevant to Out of School Hours Care (minimum Diploma or higher), meeting requirements for Nominated Supervisor.

### Experience

- Demonstrated experience leading and managing the overall operations, performance and compliance of an education and care service, consistent with Nominated Supervisor responsibilities.
- Proven ability to lead and develop teams to deliver high-quality, leisure-based programs aligned with My Time, Our Place, including performance management and reflective practice.
- Demonstrated experience driving service-wide continuous improvement, including self-assessment, quality improvement planning and assessment and rating processes.

## Knowledge & Skills

- Strong knowledge of the Education and Care Services National Law, National Regulations, NQF, NQS and My Time, Our Place, including Nominated Supervisor accountabilities.
- Demonstrated capability to lead governance, compliance and risk systems, ensuring audit readiness and regulatory compliance.
- High-level communication and stakeholder engagement skills, with the ability to build partnerships, resolve issues and support service sustainability.

## Values & Behaviour

- Demonstrates ethical, accountable leadership with a strong commitment to child safety, inclusion and continuous improvement.
- Fosters a professional, collaborative and respectful culture aligned with organisational values and regulatory expectations.

## 7. Role Scope & Authority

| Area                     | Description                                                                                                                 |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Decision Making          | Operates with delegated authority within approved frameworks                                                                |
| Financial Responsibility | Oversight of program budgets and contract performance                                                                       |
| People Responsibility    | Direct leadership and people responsibility over the service staff                                                          |
| Compliance Frameworks    | NQF/NQS, MTOP, WHS Act, Privacy Act, Fair Work Act, child protection legislation, and organisational governance frameworks. |

## 8. Employment Conditions

- Maintain required licences (Drivers), checks (National Police Check and Working with Vulnerable People/Working with Children Check), First Aid Certificate and mandatory training
- Comply with organisational policies and procedures
- Participate in supervision, performance review, and professional development
- Participate in on-call arrangements as required

## 9. Acknowledgement

| Name     | Signature | Date |
|----------|-----------|------|
| Employee |           |      |
| Manager  |           |      |

