

POSITION DESCRIPTION

POSITION TITLE:	Child Care Captain
EMPLOYER:	Aligned Leisure Pty Ltd
LOCATION:	Cardinia Life
DEPARTMENT:	Fitness and Programs
REPORTS TO:	Head of Fitness and Programs
DIRECT REPORTS:	Any service delivery staff on shift
TYPE OF EMPLOYMENT:	Part Time

COMPANY PROFILE

Aligned Leisure is a 100% owned subsidiary company of the Richmond Football Club, established as a vehicle to manage the operations of Richmond's health, fitness and leisure business activities.

Aligned Leisure will deliver best value to our partners by aligning our programs and services with important local Municipal Health & Wellbeing Plan's that highlight unique key community priorities. Our programs and services are not about us, they are about our partners and they will at all times be in total alignment with the needs of the specific community that we are servicing.

POSITION PURPOSE:

The Child Care Captain will oversee the Cardinia Life Child Care during their rostered shift. They are ultimately responsible for the safety and experience of all children. They have the authority to make the necessary decisions to ensure the highest levels of safety and customer experience are maintained at all times.

The Child Care Captain will be proactive in providing visible leadership and direction to all staff, ensuring that child care programming is operating efficiently, in accordance to regulations and procedures and with the highest possible level of service. They will act as supervisor for the child care facility and ensure compliance with all regulations and policies at all times.

They will work relentlessly to support implementing the Aligned Leisure values of AWARE, DISCIPLINED, RELENTLESS and UNITED.



KEY RESPONSIBILITIES:

1. Child Care Operation and Compliance

- Provide visible leadership and customer service to all children and families.
- Ensure the highest levels of cleanliness, presentation and hygiene at all times.
- Liaise with the Duty Captain on all maintenance matters.
- Ensure that the facility is set up for child care programs.
- Leadership and supervision across the child care team.
- Educate all staff on the shifts activities to ensure they are prepared to deliver the best possible service.
- Authority to solve customer issues on the spot, without the need to seek approval from a member of the management team. Duty Manager is available to support these decisions.
- Ensure all complaints are followed up in a timely manner.
- Actively seek customer feedback on service levels.
- Ensure all reports, checklists and procedures are completed and signed off by the Duty Captain.
- Establish and maintain strong relationships with all child care customers to aid retention both in child care and in the facilities programs.
- Creation of a fun, welcoming and safe environment.
- Plan, implement and evaluate play and learning experiences for children in consultation with families and other educators.
- Work in partnership with families to provide programs to meet the individual needs of children and families. Provide verbal and written communication for families.
- Observe, record and respond appropriately and warmly to children's behaviour, developmental levels and special needs.
- Treat families and children equally and respect the diversity of backgrounds
- Use positive guidance and behaviour management.
- Welcome and educate new children and parents so they feel comfortable in the child care environment.
- Compliance with relevant Children Safety Acts and Regulations as well as Aligned Leisure policies.
- Maintain regulated staff to child ratios at all times, including the rostering of staff.
- Implement a quality improvement plan to ensure highest levels of compliance and service to children.
- Ensure all records are maintained in accordance with Children Safety Acts and Regulations as well as Aligned Leisure requirements.

- Maintain a thorough understanding of the child care industry, emerging trends and regulations.

2. Health and Safety of all staff and customers

- Implement and monitor compliance to policies and procedures.
- Implement and documents hazard and environment inspections, risk assessments, risk controls and corrective actions.
- Ensure health and safety is discussed on every shift.
- Investigate all incidents and implement actions to prevent reoccurrence, maintaining written records.
- Risk assess work instructions to identify any hazards and take action to rectify any identified risks.
- Ensure the dissemination of OHS, Risk and Environment information to staff relevant to their roles and responsibilities.
- Ensure all employees and contractors are inducted and receive regular training as required.

3. Outstanding service delivery to all customers and stakeholders

- Aligned Leisure will be renowned for delivering outstanding service and providing memorable experiences for our customers. In your role, you will be relentless in identifying these opportunities and you will always ask yourself “How would I want a member of my family treated in this situation?”
- All Aligned Leisure staff will understand and deliver on our customer charter and service promise.

The Captain may from time to time be required to undertake other tasks as directed by the Cardinia Leisure Manager. They will also undertake regular Community Hub Duty Captain shifts at the facility.

KEY RELATIONSHIPS:

- Parents of children enrolled in care
- Department of Education
- Duty Captain

ESSENTIAL QUALIFICATIONS AND EXPERIENCE:

1. Education and care qualifications approved by ACECQA.
2. Previous experience in working with children.
3. Current First Aid Certificate (Workplace Level 2)

4. Working With Children Check (or equivalent)
5. Previous experience in customer service
6. Understanding of arts and culture desirable but not essential

PERSONAL ATTRIBUTES:

1. High level communication and consultation skills, including a commitment to open, honest, two-way and frequent communication.
2. A passion to work with children
3. Decision making skills, including the ability to consult and gather information, consider alternatives, communicate decisions and review outcomes in a timely manner.
4. Disciplined to manage the varied components to this role.
5. Fiercely relentless when it comes to exceeding targets and plans.
6. Focused on the customer experience.
7. The ability to provide coaching and mentoring to staff.
8. Conflict resolution skills.
9. The ability to delegate, empower and engage staff.
10. A commitment to professionalism and accountability.
11. Unquestionable ethics, integrity, values and behaviours.

PERSONALITY TRAITS:

1. Leadership
2. Measured
3. Caring
4. Engaging
5. Flexible

APPROVED:

General Manager – Operations, Aligned Leisure

____/____/____