



POSITION DESCRIPTION

Date	June 2025
Position Title	Children's Services Employee - Diploma
Reports to (position title)	Centre Co-Ordinator or Delegate
Department	Early Years

ORGANISATIONAL CONTEXT

bestchance Child Family Care is an independent, not-for-profit, community organisation operating across 35 locations in Victoria and a Head Office in Glen Waverley.

bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC), Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

bestchance also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

bestchance is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

PURPOSE

For all children, families and individuals to thrive in their community.

VISION

Inclusion we include everyone regardless of their background, needs or circumstances

Care We nourish and nurture resilient relationships

Education We develop skills and knowledge to build capacity and resilience.

VALUES

Safety Always	We are responsible, both individually and collectively, for prioritising physical, emotional and cultural safety and we are confident to hold each other to account.
Collaboration & Courage	We invite collaborative thinking, cooperation and constructive risk-taking to achieve our full potential.

Integrity & Accountability	We do what we say, own what we do and learn from our mistakes.
Respect & Inclusion	We foster a culture of belonging, built on mutual respect, positive communication, active listening and recognition of everyone's right.
Innovation & Improvement	We embrace a philosophy of creative thinking by stepping out of our comfort zones and exploring new ideas to achieve for good.

POSITION PURPOSE

Using a strength based, family centred approach, assist staff in providing a stimulating, inclusive and developmentally appropriate program for children aged up to 6 years of age. In particular:

- In collaboration with the Room Leader and other team members, assist, implement and manage high quality children's programs developed in accordance with the Victorian Early Years Learning and Development Framework.
- together with the Room Leader and other team members assist in providing supervision, direction, leadership and professional support to program assistants, parents on duty and volunteers working within program boundaries.
- Provide a safe and stimulating environment for children's learning development and care, ensuring compliance with agency philosophy, policies and procedures.
- Assist in creating and maintaining a safe and healthy setting both in and outside the room that enhances children's autonomy, initiative, self-worth and dignity.

KEY RESULT AREAS AND RESPONSIBILITIES

Children's Developmental and Relationships with Families

- Assist and contribute with the implementation of high quality Child Care programs for individuals and groups based on the strengths and interests of children in care which demonstrates the Victorian Early Years Learning and Development Framework.
- Consult with the Room Leader to discuss individual child & group program development and evaluation requirements.
- Maintain documentation relating to implementation and management of individual child and group programs.
- Maintain individual progress / observational records of all children within the room, including observations to programming and evaluation criteria.
- Support and supervise volunteers assisting in the program.
- Provide a welcoming environment where all families are encouraged to participate in and contribute to their child's learning and development experience.
- Relate sensitively, approaching each child & family with equity regardless of differences in ability, ethnic or family culture, and religious or political background.
- Ensure all interactions with children and families reflect the centre's philosophy and policies
- Respond to concerns in a timely manner and refer significant and / or unresolved issues to the Room Leader or Centre Coordinator, Child Care.
- Respect the confidentiality of information relating to parents and children.
- Provide adequate active supervision to all children.

People and Team

- Work with colleagues in a spirit of co-operation to maintain and continuously improve the standard of the service at bestchance Child Family Care.
- Contribute to an atmosphere of trust and professional respect through an attitude of openness, tolerance, constructive conflict resolution processes and maintenance of confidentiality.
- Attend staff meetings and any professional training sessions identified by the Centre Coordinator and Early Years Management Team.
- Accurately and promptly communicate all messages and report all issues to the Centre Coordinator or Room Leader.

Safety, Compliance and Risk Management

- Carry out building, equipment and security checks where appropriate and report all health and safety risks to the Centre Coordinator.
- Understand and apply as required the Centre's Evacuation Procedures and know the fire extinguisher positions.
- Maintain a high level of hygiene and safety.
- Carry out routine internal and external cleaning and tidying tasks.
- Prepare food and snacks and supervise their consumption as per the Centre's Hygiene Policy and Procedures.
- Maintain a professional approach to work ensuring standards of performance reflect the centre's philosophy, policies and procedures and ensures confidentiality in all aspects of room operations.
- Ensure activities within area of responsibilities comply with:
 - The National Quality Framework 2012 and its quality areas
 - Occupational Health and Safety Act 2004
 - The bestchance People Principles 2013
 - The bestchance Child Family Care Staff Policies and Procedures
 - The Education & Care Services National Act 2010
 - The Education & Care Services National Regulations 2011