

## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

<b>Title</b>	Creche Attendant	<b>Level</b>	1 (LC)
<b>Business Unit</b>	Leisure and Cultural Services	<b>Position Number</b>	00992, 00993, 01569, 01570, 01571, 01572, 01573, 01574, 01575, 01576, 01725
<b>Directorate</b>	Corporate Services	<b>Date Established</b>	March 2021
<b>Reporting to</b>	Lifestyle Programs Supervisor	<b>Date Updated</b>	October 2024

### 2. KEY OBJECTIVES

- Work collaboratively within a team and support the Creche Supervisor by ensuring the daily operations of children's services provide patrons with well-maintained, safe, and welcoming facilities and services.
- Provide a high standard of customer service to both internal and external childcare services and Craigie Leisure Centre patrons.
- Promote a safe work environment.

### 3. KEY ACCOUNTABILITIES

- Ensure all activities undertaken in creche service are in accordance with legislation, City protocols and procedures.
- Ensure delivery of prompt, courteous and effective customer service in accordance with the City's Customer Service Charter.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's records keeping system and associated policies, protocols and practices.
- Comply with WHS legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

#### 4. KEY ACTIVITIES

##### ACTIVITIES

###### **Outcome: Programs and Services**

- Supervise children participating in creche activities ensuring a positive experience.
- Assist with the planning and delivery of age-appropriate activities and programs that meet the developmental needs of participants.
- Actively participate and interact with the children.
- Actively monitor to always ensure the safety and wellbeing of the children in your care.
- Ensure all equipment and facilities are always clean and tidy.
- Assist with identifying ways to improve programs and work practices.
- Attend meetings and in-house training as required.
- Actively promote products and services of the Craigie Leisure Centre.
- Participate in the set-up and the dismantling of equipment.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.

###### **Outcome: Work Health and Safety**

- Adhere to all City procedures to maintain a safe environment for both customers and employees.
- Be proactive in maintaining a safe and hygienic work environment through the effective supervision of customers.
- Report any incidents, unsafe practices, accidents and or injuries.
- Identify hazards, assess, and control risks in accordance with established WHS standards, policies and procedures.
- Report any maintenance, cleaning, or hazards immediately.

###### **Outcome: Customer Service**

- Provide a high level of customer service to employees, members, and patrons.
- Respond to customer enquiries, feedback, and requests in an efficient and professional manner.
- Assist and inform the Creche Supervisor of any childcare services issues and/or feedback.
- Liaise with other team members as required ensuring a coordinated approach to operational activities.
- Maintain confidentiality and privacy of customer records.

#### 5. WORK RELATED REQUIREMENTS

##### **Essential Skills, Knowledge, Experience and Qualifications:**

###### **Skills:**

- Interpersonal and verbal and written communication skills with the ability to communicate with people from all ages.
- Ability to work as part of a team.

###### **Knowledge:**

- Creche practices and principles.
- Work health and safety principles.

###### **Demonstrated Experience:**

- In working in a creche or childcare environment.
- Working in a service environment dealing with customers and the public.

**Qualifications / Clearances:**

- Current satisfactory Working with Children Check (WWCC) or appointment to position will be subject to evidence of application for WWCC, either prior to or on commencement, and attainment of satisfactory WWCC.
- May require current Provide First Aid Certificate (HLTAID011) or willingness to obtain within the first 3 months of appointment to position.
- May require current Provide Cardiopulmonary Resuscitation (HLTAID009) (renewed annually) or willingness to obtain within the first 3 months of appointment to position.

**6. EXTENT OF AUTHORITY**

- Completion of basic tasks involving the utilisation of a range of basic skills under established practices and procedures.
- Outcomes are clearly defined.
- Solutions to problems found in established procedures and instructions, assistance is readily available.
- Judgement is limited to the tasks to be performed and may involve the use of a limited range of tools, techniques, and methods within a specified range of work.

**7. WORKING RELATIONSHIPS**

**Level of Supervision:**

- Works under direct supervision.

**Internal:**

- Craigie Leisure Centre employees

**External:**

- Craigie Leisure Centre patrons
- General public

**8. POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO THE POSITION	0
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