



POSITION DESCRIPTION

Position Title	Educator Support Officer
Department	Family Day Care
Date	January 2025
Reporting To	Family Day Care Manager
Internal Liaisons	Family Day Care staff, ECEC Staff, Allied Health Professionals, Business Support Unit, Leadership Team
External Liaisons	Family Day Care Educators, Peak Associations, Community NGO's, Councils, Family and Community Services, ACECQA, Tertiary institutions, other like-minded Organisations

Company Overview

The Infants' Home Child and Family Services is a leading provider of high-quality early childhood education and care, allied health and early intervention services for children and families. For over 150 years, the key focus of our work has been supporting families and children experiencing hardship or vulnerabilities to make a more positive future.

Purpose/Key Objectives

The purpose of this role is to support and guide Family Day Care Educators in delivering exceptional care and education for children and families. This includes driving innovation in high-quality early childhood programs aligned with contemporary Early Childhood Education and Care (ECEC) theory and practice, while maintaining compliance with the Children (Education and Care Services National Law Application) Act, National Regulations, and National Quality Standards.

Responsibilities:

1. Support and Monitor Family Day Care Educators

- Conduct frequent home visits, document visits and provide follow up actions as required.
- Maintain accurate records of all home visits, compliance issues, follow up and actions.
- Assess the needs of each Educator regarding the children in care and provide guidance as required.
- Ensure Educators are compliant with National Laws and Regulations and uphold the National Quality Standards.
- Assist Educators in their service quality improvement planning.
- Assist Educators in developing professional learning goals and individual service quality improvement plans.
- Assist in the provision of locally based play sessions and community outings.
- Assist Educators in their collaboration with families in regard to placing children in care.
- Assist Educators and families of children with additional needs who are in care with regard to information, assistance with funding and referral pathways.

2. Ensure High Quality Service Delivery

- Ensure Educators are providing high quality inclusive environments and age-appropriate activities for all children in care.
- Assist, resource and monitor Educators in the implementation of their activity programs, documentation cycle and the Early Years Learning Framework (EYLF).
- Assist in the development and delivery of training workshops to support Educators service provision.

- Assist in the recruitment and on-boarding of new Educators to the service.
- Participate actively in the service Quality Improvement Plan and ensure a culture of quality and continuous improvement with respect to Policies and Procedures.
- Provide additional administrative support where and when needed.

3. Compliance and Organisational Requirements

Ensure activities within the area of responsibility comply with legislation, including but is not limited to:

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| • National law and regulations | • Legislation (federal, state and territory laws) |
| • Work Health and Safety legislation | • Industrial instruments |
| • National Quality Standards (NQS) | • Common law |
| • National Quality Framework (NQF) | • NSW Workers Compensation Act 1987 |
| • Early Years Learning Framework | • Workplace Injury Management and Workers Compensation Act 1998 |
| • Child Protection Legislation | • Long Service Leave Act 1955 |
| • The Infants' Home vision, mission, policies, procedures and strategic goals | • Privacy Law |

4. Professional Conduct

- Exercise due care, skill and judgement and act at all times in accord with applicable professional ethics, principles, legislation, and standards.
- Be involved in regular performance appraisals, self-reflection, and individual training plans.
- Work within The Infants' Home integration model.
- Attend and participate in meetings, events, and information sessions.
- Promote the understanding and application of integrity, inclusion, partnership, excellence, and discovery, diversity.

5. Risk Management

- Follow policies and procedures to ensure compliance.
- Maintain a safe, healthy, and clean environment.
- Identify hazards and take action to remove these hazards.
- Ensure that all Work Health and Safety requirements are met.
- Identify risks and report them in a timely manner.

6. General

- Carry out all duties, responsibilities and specific tasks related to the role as well as specific duties allocated by the Family Day Care Manager and/or the Chief Executive Officer.
- The Infants' Home reserves the right to add or amend your duties and responsibilities in accordance with changing circumstances and operational needs within the boundaries of your skill and competence. Any such changes may be reflected in changes to your Position Description made at the discretion of The Infants' Home.

Essential Criteria

- ACECQA approved early childhood diploma qualification, or higher.
- Proven experience in an early childhood setting (Centre-Based or Family Day Care), with a minimum of two years' experience preferred.
- Demonstrated commitment to creating a safe, caring, and supportive environment for children and families.
- Provider Digital Access (PRODA) RA Number.
- Recent National Criminal History Check clearance (issued within the last six months).
- Completion of an approved child protection training course or unit (CHCPRT001 or CHCPRT025).
- Current Australian Driver's Licence and ability to use own insured vehicle.
- Strong knowledge of the EYLF, NQF, and other relevant regulatory requirements.
- Proven communication, teamwork, and conflict resolution skills.

- Ability to take on project work as and when required relating to policy and quality improvement deliverables.
- Exceptional interpersonal and communication skills (both written and verbal).
- Willingness to undertake travel between different regions as required.
- High IT literacy.
- Demonstrated commitment, sensitivity, creativity, and respect for all cultural backgrounds while upholding Child Safe Standards.
- Ability to collaborate effectively as part of a team, aligned with The Infants' Home's values, and exercise professional judgment in crisis situations.

Please note, all employees at The Infants' Home are required to have unrestricted working rights in Australia, a valid NSW Working with Children Check and up-to-date COVID-19 vaccinations.

I have read and agree to undertake the duties as outlined:

Name

Signature

Date