

Position Description

Job Title	Quality Support Lead
Level	CS6
Team	Out of School Hours Care (OSHC)
Job Type	Full time ongoing
Reporting Relationship	Senior Manager OSHC
Location	Primary work locations will be TCC and GCC, with ongoing travel to OSHC services

About Us

Communities at Work is the largest provider of children’s services and one of the leading not-for-profit organisations in the ACT region, with a proud history of serving the local community since the 1980s. Our mission is to build resilient, sustainable, and socially inclusive communities by delivering high-quality early education, care, and a wide range of community services.

People are at the heart of everything we do, and our programs go above and beyond to support positive educational outcomes, provide a helping hand in times of need, and enhance quality of life for all.

Our people centric approach and strong community values make Communities at Work a rewarding and meaningful place to work.

Values

Our Values comprise of:

- **Compassion** – We treat others with respect, dignity, kindness and empathy
- **Quality** – We deliver high-quality programs and services that meet stakeholder expectations, pursuing excellence in every aspect of our operations
- **Collaboration** – We work together and with partners to meet community needs
- **Learning** – We are committed to lifelong learning opportunities for our community and workforce
- **Safety** – We believe that every person deserves to work, learn and interact in an environment free from harm, where their physical, psychological and cultural safety is protected.

Position Statement

The Quality Support Lead is responsible for strengthening quality, compliance, safeguarding and operational consistency across an allocated portfolio of Out of School Hours Care (OSHC) services.

The role includes educational leadership responsibilities, inclusion support, coaching, quality assurance, compliance oversight, and risk management guidance to Program Coordinators and Senior Program Coordinators, ensuring services operate safely, effectively, and in line with regulatory, organisational, and child-safe requirements.

The Quality Support Lead would drive continuous improvement across allocated services through reflective practice, evidence-based coaching, and quality improvement planning.

Duties and Responsibilities

Position Specific

1. Quality Improvement and Service Support

- Support inclusive, child- focussed educational programs aligned with approved learning frameworks, My Time Our Place and Early Years Learning Framework and promote consistent high-quality educational practice across Out of School Hours Care (OSHC) services.
- Promote and facilitate reflective practice to strengthen service philosophy, educational programming and continuous improvement.
- Support service readiness for Assessment and Rating processes.
- Promote consistent implementation of policies, procedures and service standards.
- Facilitate the sharing of best practice across services.
- Support services to achieve high-quality outcomes for children, families and school communities.

2. Compliance and Regulatory Oversight

- Observe educator-child interactions and service practice and provide evidence-informed coaching to strengthen quality engagement.
- Monitor compliance with the Education and Care Services National Law and Regulations, National Quality Framework and organisational policies.
- Support services to address identified compliance gaps.
- Escalate significant compliance or regulatory risks promptly.

3. Child Safety and Risk Management

- Support the consistent implementation and ongoing strengthening of organisational safeguarding frameworks and child-safe practices across OSHC services.
- Promote staff accountability, cultural safety and strong partnerships with families in supporting children's safety and wellbeing.
- Monitor implementation and timely closure of corrective actions and verify that improvements are sustained.
- Monitor safeguarding, active supervision and risk management practices.
- Review incidents, complaints and near-miss events to identify trends and systemic risks.
- Direct immediate risk-control measures where child safety concerns are identified.

- Support investigations into serious incidents and complaints and ensure lessons learned are embedded into service improvement plans.

4. Service Coaching and Capability Development

- Conduct regular site visits across allocated services.
- Observe practice across all educators and provide supportive feedback.
- Support Program Coordinators to strengthen leadership capability.
- Assist educators and leaders to build capability in active supervision, provide inclusion and support requirements to children and deliver quality educational programming.
- Mentor Senior and Program Coordinators and support succession planning.

5. Governance, Risk & Performance

- Monitor service performance against quality, safety and operational indicators.
- Prioritise services according to risk, based on compliance performance, incidents, complaints, workforce stability, and other relevant metrics.
- Develop targeted support plans for at-risk services.
- Monitor implementation of improvement strategies.
- Escalate services requiring additional organisational intervention.
- Maintain accurate records of site visits, educational leadership support, inclusion initiatives, and escalation decisions.
- Prepare reports on service quality, compliance, risk, and continuous improvement activities.
- Provide evidence-based advice to the OSHC Senior Manager regarding emerging risks and opportunities.

Key Accountabilities

The Quality Support Lead is accountable for:

- Consistent implementation high-quality educational leader practice across allocated services.
- Effective monitoring of compliance and quality standards.
- Improvement in service quality and focus on child safety outcomes.
- Identification and escalation of significant risks.
- Maintaining effective relationships with families, schools and relevant stakeholders.
- Strengthening leadership capability across allocated services.
- Assessment of enrolments involving inclusion support requirements before a child's first attendance.
- Oversight of reporting obligations in accordance with the National Quality Framework and Children's Services National Laws and Regulations.
- Relationships with specialist stakeholders, particularly the Senior Practitioner's Office, Inclusion Agency and CECA.

Authority

The Quality Support Lead has authority to:

- Require corrective actions where compliance or quality concerns are identified.
- Request evidence of compliance and action completion.
- Direct immediate risk mitigation measures where child safety or regulatory risks exist.
- Escalate unresolved, serious or high-risk matters to the OSHC Senior Manager.
- Recommend additional support, intervention or workforce action where service performance requires improvement.

The Quality Support Lead does not assume responsibility for the day-to-day operation of services, which remains the responsibility of the Program Coordinator/Nominated Supervisor.

Workplace Compliance

- Promotes and supports the Communities at Work Purpose & Mission
- Acts professionally and represents Communities at Work at all times
- Maintains a commitment to quality outcomes and ensures policies and procedures are upheld
- Maintains appropriate professional codes of ethics and work standards
- Complies with Cyber Security and Privacy policies
- Demonstrates a sound working knowledge of relevant legislation and regulations
- Ensures all employees have the WHS capability needed to do their jobs safely
- Contributes expertise to achieve outcomes
- Participates and cooperates with internal and external audit requirements
- Anticipates and responds to changes in client needs, manages expectations, and provides courteous, professional service
- Complies with Mandatory Reporting and Reportable Conduct requirements.

Team Work

- Builds and sustains positive relationships with team members, clients, and key stakeholders
- Works collaboratively and is an effective team member, fostering teamwork and rewarding cooperative behaviour
- Provides support and mentoring to new staff, and ongoing training and coaching for existing team members
- Brings people together, encourages input, and motivates engagement in continuous learning
- Understands and responds to different communication styles, treating people with respect and courtesy
- Identifies learning opportunities and delivers or receives constructive feedback as required.

Selection Criteria

Essential

- Diploma in Early Childhood Education and Care (or higher industry related qualification).
- Strong leadership experience in OSHC, Early Childhood Education and Care or related human services environments.
- Strong knowledge of the National Quality Framework, National Law and National Regulations as well as experience with sector practices and pedagogy.
- Demonstrated experience in compliance, quality improvement and risk management.

- Experience coaching and mentoring teams.
- Strong analytical, communication and stakeholder engagement skills.
- Demonstrated commitment to child safety and safeguarding.
- Current completion of National Child Safety and Keeping Children and Young People Safe Training.
- Demonstrated understanding of child-safe principles and safeguarding obligations.
- Demonstrated experience supporting children with inclusion support requirements.
- Active WWVP registration

Desirable

- Experience supporting Assessment and Rating processes.
- Experience leading multi-site operations or quality functions.
- Qualification in leadership, management or quality systems.

I have read and understood the position statement, duties & responsibilities and expectations set forth in the position description provided for the position.			
Acknowledgment by the incumbent:			
Signature:		Date	