**Nominated Supervisor Responsibilities Service Operations OSHC**

**NQS 2.2.2 Incident and emergency management**

**NQS 3.1.1 Fit for purpose**

**NQS 3.1.2 Upkeep**

**NQS 4.2.2 Professional standards**

**NQS 6.1.3 Families are supported**

**NQS 6.2.3 Community engagement**

**NQS 7.1.2 Management systems**

**NQS 7.2.1 Continuous improvement**

**NQS 7.2.3 Development of professionals**

**NB There are other responsibilities. This is not intended to cover all Director responsibilities**

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| Name of the person conducting the checklist: |  | **Date:** |  |

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| **Meetings** |  |  |  |
| Do you regularly |  |  |  |
| * meet with the Educational Leader/Group Leaders to discuss programming and children’s needs/interests?
 |  Yes | No | NA |
| * meet with Group Leader to review how well placement of furniture/equipment and outdoor spaces are working?
 |  Yes | No | NA |
| * meet with Group Leader to talk about ways to improve play areas or resources?
 |  Yes | No | NA |
| * hold staff meetings which include work, health and safety information and a review of relevant policies and procedures?
 |  Yes | No | NA |
| **Communication** |  |  |  |
| Have you developed a plan to regularly communicate with families eg by email, social media, newsletter etc? |  Yes | No | NA |
| **Learning**  |  |  |  |
| Do you diarise to regularly review portfolios (eg every month)? |  Yes | No | NA |
| Do you make sure learning is based on each child’s developmental needs, interests and experiences? |  Yes | No | NA |
| Do you pass information received about children’s lives and interests on to Group Leaders/educators? |  Yes | No | NA |
| Do you make sure each child is able and encouraged to participate in the program eg by modifying the environment where possible and/or providing access to appropriate support? |  Yes | No | NA |
| Do you budget for resources which promote children’s culture and interests? |  Yes | No | NA |
| Do you use relationships developed with other groups/ organisations to help educators plan programs that connect children with their everyday lives? |  Yes | No | NA |
| Do you organise excursions to extend learning and connect children to their community? |  Yes | No | NA |
| **Professional Development** |  |  |  |
| Do you regularly  |  |  |  |
| * organise mentoring/training for educators who need help implementing MTOP?
 |  Yes | No | NA |
| * provide professional development/training opportunities for all employees or to meet specific employee development needs?
 |  Yes | No | NA |
| Do you have written professional development/training plans for employees? |  Yes | No | NA |
| **Teamwork and Continuous Improvement** |  |  |  |
| Do you include ideas and feedback from all families to help build your QIP eg use issues raised at parent meetings/ information nights, feedback forms, conversations, responses to displays of information  |  Yes | No | NA |
| Do you regularly (weekly) include ideas and feedback from all employees to help build your QIP eg use Centre Support weekly learning activities to gather feedback/ideas from educators? |  Yes | No | NA |
| **Service premises** |  |  |  |
| Do you make sure the service is always clean, uncluttered and visually appealing? |  Yes | No | NA |
| Do you make sure there’s current information displayed about local services, activities, groups and parenting? |  Yes | No | NA |
| Do you implement a building and equipment maintenance program? |  Yes | No | NA |
| **Administration and Regulations** |  |  |  |
| Do you implement a diary note system to ensure necessary actions occur eg reminding families to update child’s medical information, checking first aid kits and hazardous substances? |  Yes | No | NA |
| Do you ensure ratios are always met? |  Yes | No | NA |
| Do you ensure records of incidents, administration of medication etc are filed appropriately in registers/folders of the same name? |  Yes | No | NA |
| Are you clear about what incidents and complaints need to be reported to Regulator and in what time frame (refer Incident, Injury, Trauma and Illness Policy)? |  Yes | No | NA |
| Do you make sure families pay their fees on time eg do not accrue debts to the service? |  Yes | No | NA |
| Do you implement emergency response rehearsals for each potential emergency at least once every 3 months? |  Yes | No | NA |
| Do you have a medical management plan, medical risk minimisation plan and medical communication plan for each child with a specific health care need, allergy or medical condition? |  Yes | No | NA |
| **Policies and Procedures** |  |  |  |
| Do you ensure all employees and volunteers follow service police and procedures? |  Yes | No | NA |
| Do you follow the service grievance procedure and deal quickly and impartially with all complaints from families or employees? |  Yes | No | NA |
| Do you ensure all staff only report to one manager? |  Yes | No | NA |
| Do you respect the reporting arrangements which should apply at the service eg all staff report to only one manager meaning educators report to their Group Leader not you? |  Yes | No | NA |
| Do you set clear procedures and expectations so there is no need to micro-manage every situation that may arise? |  Yes | No | NA |
| **Staffing and Leadership** |  |  |  |
| Do you consider each employee’s skills, experience and preferences when developing rosters and allocating staff eg pairing new staff with experienced staff? |  Yes | No | NA |
| Do you understand the difference between managing a service and leading a service (operational versus inspiring staff in a shared vision) and encourage staff to be their very best and continually improve? |  Yes | No | NA |
| Do you always model positive and respectful interactions? |  Yes | No | NA |
| Do you encourage teamwork and implement activities to promote effective teamwork (eg training or social activities)? |  Yes | No | NA |
| Do you actively manage the performance of staff who aren’t meeting expectations/standards you or their Group Leader set? |  Yes | No | NA |

Actions required

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