

## **JOB DESCRIPTION: Childcare Provider**

### **(as of May 2026)**

#### ***Overview***

The Childcare Provider will work under the direct day-to-day supervision of the Shelter Officer. The Shelter Officer is responsible for coordinating the Childcare Provider's schedule in line with shelter operational needs and will provide orientation, guidance, and oversight throughout the contract period.

Any concerns or issues arising during the contract period should be raised with the Shelter Officer in the first instance, who will escalate to the Services Manager as required.

The Childcare Provider is engaged to:

- Ensure the safety and well-being of children residing in the WAO shelter during periods when their primary caregiver (mother/guardian) is temporarily away from the shelter premises.
- Provide attentive, caring supervision appropriate to the age and developmental needs of the children under care, including infants, toddlers, and older children.
- Maintain a safe, clean and nurturing environment in the shelter during supervisory periods.

## ***Responsibilities***

### ***Core Responsibilities***

- Supervise and care for children in the shelter whenever their mother or primary caregiver is away from the premises for shelter-programme-related reasons (e.g., medical appointments, court hearings, counselling sessions, case management meetings).
- Monitor the physical safety and immediate well-being of all children under supervision at all times.
- Attend basic care needs of children during supervisory periods, including feeding (where applicable), diaper changes for infants and toddlers, and general hygiene support.
- Respond calmly and appropriately to children's emotional needs, providing comfort and reassurance where needed.
- Immediately report any child welfare concerns, incidents, or emergencies to the Shelter Officer.
- Maintain a clean and safe immediate environment for children during the period of supervision.
- Handover children safely and responsibly to their mother or caregiver upon return, and provide a brief verbal update on the child's condition during the supervisory period.

## ***General Responsibilities***

- The Childcare Provider must at all times uphold the safety, dignity, and confidentiality of all shelter residents, including children and their mothers.
- The Childcare Provider must adhere to WAO's Child Safeguarding Policy and any relevant internal codes of conduct.
- No physical discipline of any kind is permitted under any circumstances.
- The Childcare Provider must not share any information about shelter residents, shelter location, or shelter operations with any third party.
- The Childcare Provider must immediately report any concerns about a child's safety or welfare to the Shelter Officer.

## ***Knowledge, skills and abilities required:***

- Strong commitment to feminist principles and WAO vision, mission, WAO Philosophy and WAO Core Values.
- Ability to supervise multiple children of different ages simultaneously.
- Patient, calm, and nurturing disposition with a genuine care for children's well-being.
- Physically able to attend to the demands of childcare, including lifting and carrying young children where necessary.
- Reliable, punctual, and committed to the responsibilities of the role.
- Ability to maintain confidentiality and respect the privacy of all shelter residents.
- Awareness of or sensitivity to the needs of children who may have experienced trauma.
- Fluency in Bahasa Malaysia and/or English is required. Additional knowledge of Mandarin and Tamil is an asset.

### ***Experience, education and training:***

Any combination of education, work experience and training which substantially provides the knowledge, skills and abilities as stated in this job description. For example:

- Prior experience caring for young children, including infants and toddlers (minimum 1 year preferred).
- Formal training or certification in early childhood care, childcare, or a related field is preferred.
- Basic first aid knowledge or willingness to undergo first aid training.

### ***Remuneration***

- This position offers a salary range of RM 1,700.00 – RM 2,200.00.