



Position Description

Position:	Professional Support Consultant
Reports to:	Services Manager
Accountable to:	Community Child Care Association (CCC) Board through the Executive Director
Direct Reports:	Nil
Key relationships	
Internal:	All CCC and CCC Board
External:	CCC members, relevant Key Stakeholders, Contractors and Partners
Salary Level:	Level 4 of SCHADS Award Schedule B
Conditions:	As per Community Child Care Enterprise Agreement
Date Approved:	22/06/2020

About Community Child Care Association

Established in 1971, [Community Child Care Association](#) (CCC) is the voice of community-based education and care services in Victoria. Building a strong and responsive sector is at the heart of what we do. We're active right across the state, providing leadership and advocacy, working with governments, and supporting education and care services.

Here to help services transform their vision into practice, we offer membership, quality training and consultancies. Our 650+ members rely on us for free professional advice and support, and to keep them up to date with industry standards, best practices and new regulations.

Our heritage and reputation as a sector leader mean we're the go-to place for inquiries and projects, including the [Victorian Inclusion Agency](#) (VIA). Our deep community connections and role as the peak body for community-owned, not-for-profit education and care services make us well placed to lobby key decision makers. Proactive in the evolution of the children's education and care sector, our focus is on quality service and outcomes.

Nature and Scope of Position

Key expectations of the position include:

- Provide Victorian education and care services, with access to quality professional development and support that is relevant, appropriate and timely.
- Support and promote high quality provision in services such as Long Day Care (LDC), Kindergarten (KG), Out of School Hours Care (OSHC) and Family Day Care (FDC) with a focus on developing the knowledge, skills and attitudes of educators, staff and management of all Victorian education and care services.



Position Description

Key Skills, Experience and Knowledge Required

Skills and Experience

- Ability to design and deliver a range of professional support for educators and managers e.g. mentoring, writing and delivering workshops, reviewing documentation such as policies and Quality Improvement Plans, undertaking pre-assessment and rating visits and writing associated reports;
- Experience in the administrative and management tasks involved in operating an education and service including financial management, human resource management, policy development and program development and evaluation;
- Ability to communicate effectively with internal and external stakeholders at all levels, verbally and in writing;
- Ability to identify opportunities within the context of resourcing, support and professional development for the education and care services sector;
- Experience in undertaking project work and meeting identified objectives and outcomes;
- Highly developed forward planning, workload management and organisational skills;
- Demonstrated skill in community/stakeholder engagement;
- Ability to keep up to date with, and analyse policy and best practice in the education and care sector
- Ability to work as part of a small and energetic team.

Knowledge

- A working knowledge of Federal and State Government policies, laws, regulations and funding programs related to education and care services (LDC, KG, OSH);
- Practical understanding of the principles of community development and capacity building;
- Competence in the use of information technology and social media;
- Understanding of the role and responsibility of sponsors/operators, proprietors, management committees and office bearers of education and care services.

Values and Attitudes

- Commitment to the Vision, Mission and Principles of CCC;
- Passionate about service excellence, progressiveness in policy and practice and social justice
- Commitment to positive team work and collaboration;
- Dynamic, flexible and innovative;
- Self-motivated and enterprising, with a keenness to take initiative.
- Ethical, honest and transparent

Essential Requirements

- Bachelor Early Childhood Education or significant relevant experience and supported by a Advanced Diploma or Diploma of Education and Care.
- Certificate IV in Workplace Training and Assessment.
- Demonstrated experience in the coordination and/or management of an education and care service.
- A current Victorian driver's licence and daily access to a vehicle.
- Availability and willingness to travel across regional Victoria and metro Melbourne.
- Committed to work flexible hours as required.
- Current Working with Children Check (or equivalent) or willingness to undergo such screening.



Position Description

Outcomes and Key Result Areas (KRA)

KRA	Measurement	Responsibilities
Develop and deliver professional development (PD) and consultancy services	<ul style="list-style-type: none"> • E&C Services receiving support, report high levels of satisfaction and high likelihood to change after delivery • Face to face and online support delivered professionally • Mentoring and coaching delivered based on approved model • Consultancy services delivered in line with Framework • Reports prepared and delivered to high standard and according to agreed timeframes • Attract \$120,000 in revenue annually 	<ul style="list-style-type: none"> • Develop appropriate content for delivery of PD packages • Deliver high quality PD that is customised to each service's needs and facilitates change in practice • Mentoring and coaching delivered that builds capacity of participants • Deliver consultancy services • Prepare professional reports that document consultancy work and recommendations • Develop and deliver conference papers • Lead aspects of project delivery as deemed appropriate
Provide best practice advice and support to members	<ul style="list-style-type: none"> • Phone and face-to-face advice on best practice in education and care services is provided within benchmarks • Articles and resources written reflect best practice and CCC's guiding principles • Documentation of member support updated according to agreed process 	<ul style="list-style-type: none"> • In time professional advice and support is based on CCC vision and mission and meets the needs of the sector. • Writing, editing and reviewing of resource material, publications, electronic material and professional support material • Work collaboratively and effectively across CCC teams to deliver best outcomes for members
Advocacy work provides a positive impact in shaping the sector	<ul style="list-style-type: none"> • Provided meaningful contributions about CCC's position and work at networks and forums • Provided insights and feedback on issues facing services to policy advocacy consultant 	<ul style="list-style-type: none"> • Organisation of and participation in networks and forums • Work with Communication and Engagement Team and contribute to CCC's social media posting • Use CCC systems to feed emerging issues to advocacy team



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KRA	Measurement	Responsibilities
<p>Business development opportunities are maximised</p>	<ul style="list-style-type: none"> • PD & consultancy proposals prepared according to guiding documents • New business opportunities identified through work with services 	<ul style="list-style-type: none"> • Use interactions with services and stakeholders to optimise business opportunities for CCC • Prepare proposals for PD and consultancy that respond to client's needs • Active participation and support of ongoing organisational planning and business development
<p>Current knowledge and understanding of the education and care (E&C) sector and the issues services face</p>	<ul style="list-style-type: none"> • Provided current advice on the spot in response to members queries • Provided suggestions and ideas for articles and resources to be developed 	<ul style="list-style-type: none"> • Keep up to date with trends and issues arising in E&C services in order to respond effectively and quickly. • Expertise and sector knowledge contributes to the ongoing success of CCC. • Research and analysis of current and emerging developments and practice that impact on education and care services

Organisational Responsibilities

- Contributing to the implementation of CCC's Reconciliation Action Plan to ensure that all our work is inclusive and respectful of the cultures and perspectives of Australia's First Peoples
- Having a duty of care toward their own and others' safety, and cooperating and complying with health and safety requirements as outlined in CCC's occupational health and safety policies.
- Supporting Community Child Care Association's commitment to upholding and advocating for the rights and empowerment of children