Children’s Services Manager Position Description

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| **Position** | Children Services Manager | **Reports to** | General Manager- People, Operations and Finance  |
| **Hours** |  30 hours per week | **Area** | Children Services |
| **Award** | Neighbourhood House and Adult Community Education Collective Agreement 2010 | **Classification and Salary** | NHACE Agreement 2010 CSE Level 6.3$36 per hourSalary Packaging available |
| **Supervises** | Children Services Educators, Children Services Volunteers | **Position Commences** | Ongoing |
| **Internal Liaison** | Chief Executive Officer, General Managers, Marketing and Communications Co-ordinator, Bridge staff, volunteers and Board of Management, contractors and Moon Rabbit café staff |
| **External Liaison**  | DET, Children’s Services Families, Darebin Council, local politicians, Neighbourhood House Network, partnership organisations, other Learn Local and training organisations, local agencies, community groups, other funding agencies.  |

Organisation Overview

Bridge Darebin is a vibrant, not-for-profit community organisation based in Darebin that offers a holistic approach to community wellbeing. As a social enterprise that incorporates a Neighbourhood House, a Learn

Local adult education provider, a low-waste sustainable café and Occasional Childcare Centre, inclusivity and community empowerment are at the core of our mission and values. Bridge Darebin’s education programs are learner-centered and delivered alongside services that put community needs at the forefront.

The organisation has five main pillars of activity across multiple sites: adult education, children’s services, community programs, venue hire and our socially and environmentally responsible café, Moon Rabbit.

Across these areas we've developed a series of sustainability initiatives and programs that promote an inclusive environment where everyone can participate in building a more sustainable and equitable Darebin.

We value community ownership and management and provide our services free from discrimination

Key Responsibilities

The Children's Services Manager is responsible for the management, supervision and delivery of a high quality flexible occasional care service that is responsive to the needs of individual children, their families and the community.

**Planning and Implementation of a Quality Educational Program**

1. Lead a team of educators to develop and implement educational children’s programs that:
* are based on Children’s Services Regulations and Bridge Darebin Children’s Services centre's philosophies
* are diverse and based on appropriate curriculum frameworks, cultural sensitivity and with reference to the EYLF
* are based on the developmental needs and interests of each child
* are designed to consider the individual differences of those children and enhance each child’s development.
* include Australian indigenous culture
1. Lead a team of educators to actively support every child to participate in the program and ensure that the program promotes children’s choices and influence.
2. Provide the opportunity for families to contribute ideas towards the development of the childcare program, respecting individual attitudes and values.
3. Support a team of educators to utilise a variety of teaching strategies including intentional teaching and reflective practice in their daily work.
4. Lead a team of educators in the development and delivery of effective and valuable documentation of children's progress. The provision of comprehensive learning records for each of the children in care, documenting current needs, interests and experiences, and other relevant records and reports in accordance with the service philosophy and as required by Children’s Services Regulations and the EYLF.
5. Ensure that every reasonable precaution is taken to protect children being cared for from harm and from any hazard likely to cause injury.
6. Ensure children are adequately supervised at all times whilst in the Centre’s care.
7. Attend Professional Development programs and share learnings with the team.

**Effective and Efficient Management of Children Services**

1. Ensure families receive a quality child care service through the development and implementation of appropriate policies, procedures and guidelines.
2. Ensure the standards, policies and procedure of Bridge Darebin are met.
3. Ensure compliance with all relevant government Acts, Regulations and guidelines.
4. Maintain and implement Regulatory & Quality Frameworks – Early Years Learning Framework – EYLF, Victorian Early Years Learning Framework – VEYLF & the National Quality Framework – NQF.
5. Ensure all service monitoring, reporting and accountability requirements are met.
6. Undertake regular service evaluation in consultation with service users and staff.
7. Actively liaise with internal and external networks to ascertain children’s program needs within the community.
8. Represent the service at relevant forums or groups.
9. Develop and implement efficient and effective administrative systems.
10. Manage CCS registration and administration for Bridge Darebin Children Services.
11. Monitor the placement and registration of children.
12. Attend to correspondence and general enquiries as appropriate.
13. Develop strategies to ensure forward planning, evaluation and review of the service.
14. Consult where appropriate with the General Management team, service staff and clients on issues pertaining to the day to day operations of the service.

**Development of a Customer Focus for the Service**

1. Develop a good rapport with the children and families
2. Develop mechanisms for regular consultation with service users and the community to enable their input to service policy.
3. Ensure the community has accessible information on Bridge Darebin’s Children Services and other relevant services/resources.
4. Develop systems to ensure that customer complaints are dealt with appropriately.
5. Establish and maintain effective communication systems with staff and parents
6. Explore strategies to best meet the needs of customers within the constraints of available resources.
7. Promote and enforce Bridge Darebin’s policy of excellence in customer service
8. Communicate to families via an E-Newsletter quarterly.

 **Staff Supervision and Human Resources**

1. Provide supervision, leadership and professional development opportunities for educators both internally and externally.
2. Provide direction, leadership and supervision to student placement and volunteers.
3. Be involved with recruitment and induction of new educators.
4. Provide educators with guidance in understanding centre policies, procedures, objectives and values.
5. Administer staff rosters ensuring quality childcare is provided at all times.
6. Conduct staff appraisals and performance management of educators and support individual strengths and weaknesses through mentoring and coaching.
7. Promote effective teamwork and communication between all areas of Bridge Darebin
8. Lead educators in developing and maintaining respectful, supportive, collaborative and responsive relationships with children and their families.
9. In collaboration with the General Manager- People, Operations and Finance ensure that all position descriptions, KPI’s and appraisal documentation are current and meet legislative requirements
10. Ensure adherence to Bridge Darebin Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and procedures.
11. Ensure all practices of educators are in accordance with the EYLF and Victorian Children’s services legislation and reflect the philosophy, policies and procedures of the service
12. Attend and contribute to center functions, staff meetings, and staff development program.

**Financial Management**

1. In collaboration with the General Manager- Operations, Finance and Compliance provide input for annual budget development processes.
2. Monitor the approved budget, advising the General Manager- People, Operations and Finance of variations.
3. Ensure that service operates within the approved budget.
4. Effectively use the budget to improve service delivery.

**Occupational Health & Safety/Risk Management**

Achieve the desired outcomes for the health and safety of ‘Bridge Darebin’ employees, volunteers, participants and visitors by

1. Complying with the OHS Health and Safety Act, regulations, OHS policies and procedures to maintain OH&S Standards across all sites
2. Leading the implementation of safety initiatives and promote a proactive safety culture which constantly monitors, reviews and improves
3. Oversee the implementation of effective health and hygiene practices, including meeting all regulations relating to food safety and preparation, medical management plans, and risk management plans, policies and procedures.
4. Record, monitor, review and report incidents involving children and staff, and where necessary take action to reduce risk
5. Ensuring the monitoring of workplace safety to reduce and rectify hazards and safety issues
6. Ensuring the provision of a safe and healthy environment for children, families, volunteers, students and staff , in compliance with Occupational Health and Safety requirements, duty of care and professional standards at all times
7. Ensuring that all employees and contractors understand and meet their obligations under the OH&S Act, receiving regular training and information to perform their jobs safely
8. Leading and encourage a culture of quality improvement
9. Maintain Level 2 First Aid, CPR and Anaphylaxis qualifications.

**Information Management**

1. Ensure effective use of relevant application software systems (appropriate level of training provided).
2. Make and keep accurate and complete records of business activities, including email.
3. Ensure the quality and accuracy of data used or enter into Xplor
4. Understand records management obligations and responsibilities.
5. Create records proactively, even those that would not otherwise be created from activities such as telephone conversations, verbal decisions, meetings, conferences etc.

**Organisational Development & Business Improvement**

1. Promote Bridge Darebin Values and participate in ongoing business improvement initiatives to continuously improve Bridge Darebin’s systems and processes.
2. Actively contribute ideas and suggestions which promotes a culture of innovative thinking.
3. Actively engage with the Bridge Darebin organisational Strategy to ensure decisions are based on Bridge Darebin vision, mission and goals.

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

**Classification Criteria**

**Accountability and Extent of Authority**

1. The Children Services Manager reports directly to the General Manager- People, Operations and Finance and is a member of the Management Team.
2. The Children Services Manager contributes to the Bridge Darebin’s organizational procedures and systems.
3. Supervision of all Children Services Educators and allocation and delegation of tasks
4. Accountable for following emergency procedures strictly as per the Emergency Management Plan.
5. Accountable for ensuring the efficient functioning of the service including the performance of educators, the quality of care and compliance with Local, State and Commonwealth Government legislation, policies and guidelines.
6. Accountable for appropriate licensing of the Children's Service
7. Independent day to day responsibility for service routines and procedures to meet the needs of the children.

**Judgement and Decision Making**

1. Capacity to exercise independent decision making and problem solving skills.
2. Participate as part of a team in helping to establish priorities, plan and implement service initiatives and delegate tasks to empower the team.
3. Consult with the General Manager- People, Operations and Finance when required to make decisions beyond normal day to day issues.
4. Ability to communicate at all levels.

**Specialist Skills & Knowledge**

1. Sound knowledge of Local, State and Commonwealth legislation and guidelines pertaining to Children’s Services Centre.
2. Demonstrated knowledge and understanding of child care philosophies, policies and practices.
3. Well-developed supervision skills of children and knowledge of current trends in child care.
4. Ability to support families in seeking responsive quality childcare.
5. Sound knowledge of children’s and community services networks for families, including agencies for children with special needs.
6. Intermediate level of computer literacy.

**Management Skills**

1. Ability to be self-motivating, resourceful, flexible and accepting of changes affecting the Centre.
2. Ability to set priorities, plan and organize own work and that of other educators in the Centre.
3. Ability to implement practices for educators including those related to equal employment opportunity, occupational health and safety and employees training and development.
4. Effective team building and conflict resolution skills
5. Competency in maintaining confidentiality at all times.

**Interpersonal Skills**

1. Ability to demonstrate excellence in communication and customer relations.
2. Willingness to participate as a positive and productive team member at all times.
3. Ability to gain effective participation, contributions and co-operation from all team members.
4. Capacity to communicate sensitively and effectively with children, families, staff, other agencies and public.

**Key Selection Criteria**

The person for this position will have demonstrated experience in:

1. Demonstrated knowledge of government regulation, contractual obligations and guidelines that apply to Centre based children’s programs
2. Understanding of implementing Early Childhood Curriculum suitable for children from 6 months to school age, consistent with the principles of the Early Years Learning Framework under Victorian Children’s Services Regulations.
3. Demonstrated experience in developing childhood service programs that respond to client and participant needs
4. Experience in providing a safe and appropriate environment for staff and clients.
5. Demonstrated ability to lead and connect with staff. To supervise, support, communicate with and motivate a team of individuals from a variety of different cultural backgrounds.
6. Ability to communicate, co-operate with and effectively support parents in their child care responsibilities while their children attend the service; respecting individual attitudes and values.
7. Independently managing time, prioritising and planning work to meet set timelines in an environment of competing priorities.
8. Understanding of and commitment to working in a community organisation or relevant environment with an ability to relate to a wide range of people.
9. Excellent written and oral communication skills
10. Demonstrated proficiency in the broad range of Microsoft Office products, particularly Word and Excel and confidence with email, Internet and Cloud-based technology

**Qualifications and Experience**

* Minimum Diploma in Children’s Services.
* Current Level 2 First Aid.
* Current Working with Children Check and Police Check.
* Current C.P.R.
* Current Anaphylaxis Management training.
* Current Asthma Management training or willingness to obtain.
* Current Drivers Licence.
* Experience managing a team

**Important notes**

Maintain confidentiality of clients, staff & office operations and support staff & students with any identified needs.

Promote the objectives of Bridge Darebin as stated in the constitution.

All staff should have a basic understanding of Occupational Health and Safety requirements and must ensure that their work practices reflect this.

Victoria has introduced compulsory minimum standards that will apply to Bridge Darebin from 1/1/2016 to help protect children from all forms of abuse. The child safe standards form part of the Victorian Government’s response to the Betrayal of Trust Inquiry. Bridge Darebin has a commitment to child safety and zero tolerance of child abuse.