



# Position Description

Position Information	
<b>Position</b>	Children's Services Operations Manager
<b>Date approved</b>	August 2021
<b>Program</b>	Children's Services
<b>Supervisor</b>	Executive Director Children's Services
<b>Location</b>	Central Office
<b>Hours of work</b>	38 hours per week
<b>Salary</b>	Grade 6, Level 1 of YWCA Canberra Enterprise Agreement
General Conditions of Employment	
<ul style="list-style-type: none"> <li>• YWCA Canberra Enterprise Agreement 2018 - 2023</li> <li>• Appointment is subject to obtaining a satisfactory Working with Vulnerable People check and Police check at own cost</li> <li>• Appointment is subject to satisfactory working rights in Australia</li> <li>• All YWCA Canberra policies and procedures will apply</li> <li>• Subject to a 6-month probation period</li> </ul>	
Position Statement	
<p>The Operations Manager is a senior management role within the Children's Services Portfolio reporting directly to the Executive Director of Children's Services and will have a high level of autonomy in the day-to-day management of YWCA Canberra's Family Day Care scheme (FDC) all School Age Care (SAC) programs and the Quality Support Unit (QSU). This position will work in accordance with YWCA Canberra's policies and procedures, the National Quality Standards, YWCA Canberra's Enterprise Agreement and any other relevant regulatory or funding bodies.</p>	
YWCA Canberra Values	
<ul style="list-style-type: none"> <li>• Courage</li> <li>• Equality</li> <li>• Respect</li> <li>• Inclusion</li> <li>• Reconciliation</li> <li>• Responsibility</li> </ul>	

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<b>Version:</b> 2.0	<b>Updated:</b> 04/08/2021



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Responsibilities	
Leadership and Staff Management	<ul style="list-style-type: none"> <li>Autonomous oversight of the strategic management, operations and administration of all FDC, SAC and QSU programs</li> <li>Provide high level leadership to teams and direct the recruitment process for recruitment of all staff in QSU, SAC and FDC</li> <li>Direct supervision and development of SAC Managers and QSU Officers</li> <li>Conduct regular performance reviews of direct report staff in line with YWCA Canberra Performance Management Framework</li> <li>Responsibility to ensure all educators are informed of, and adhering to, YWCA Canberra policies and procedures and all other relevant activities.</li> <li>Accountability to ensure educators are accessing all relevant training as per the National Standards</li> <li>Advising and informing Executive Director of Children's Services on all matters regarding the Portfolio's operations and providing strategic and sector advice to the Executive Director as required</li> </ul>
Finance	<ul style="list-style-type: none"> <li>Financial responsibility for the SAC programs and FDC portfolio, ensuring ongoing viability</li> <li>Prepare annual budget for the Children's Services operations in conjunction with the Executive Director Children Services</li> <li>Ensure each program is operating within their budget's parameters</li> </ul>
Business Development	<ul style="list-style-type: none"> <li>Identify any new business development opportunities</li> <li>Assist with the preparation of tenders for new services in conjunction with the Executive Director Children Services</li> <li>Identify processes and opportunities to continuously improve operations</li> </ul>
Programs	<ul style="list-style-type: none"> <li>Oversee the SAC Manager, the Quality Support Officers and Program Managers during Assessment and Rating processes and compliance audits.</li> <li>Lead the SAC team to ensure that all programs are operating at Meeting or Exceeding levels in relation to the National Quality Standards</li> <li>Ensure all concerns and grievances, by internal or external parties, are addressed in a timely manner in adherence to YWCA Canberra policies and escalated as necessary</li> </ul>
Stakeholder Engagement	<ul style="list-style-type: none"> <li>Develop and maintain community and professional networks</li> </ul>

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	<ul style="list-style-type: none"> <li>Maintain sound professional relationships with school principals, Education Directorate and the regulatory body CECA.</li> <li>Represent YWCA Canberra as appropriate at external meetings and government briefings.</li> </ul>
Work, Health & Safety	<ul style="list-style-type: none"> <li>Oversight to ensure all SAC programs and FDC are adhering to the organisation's Work Health and Safety policies, procedures and incident reporting requirements</li> <li>Responsibility for own health and safety</li> </ul>

## Competencies

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Relevant tertiary qualifications and experience in management, preferably within the Children's Services sector</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Demonstrated knowledge and understanding of early childhood practices and principles will be highly regarded</li> <li>Demonstrated experience of the management of remote teams</li> <li>A sound understanding and practical experience of the National Quality Standards and the National Law pertaining to Children's Services, or the ability to quickly acquire this knowledge</li> <li>Ability to support programs operationally and strategically</li> <li>A good working knowledge of Microsoft Office, including MS Excel, and other software/programs</li> </ul>
<b>Capabilities and Behaviours</b>	<ul style="list-style-type: none"> <li>Demonstrated ability to lead and develop people including a good working knowledge of Human Resource Management principles</li> <li>Excellent interpersonal, time management and communication skills</li> <li>High level of analytical and policy development skills</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>Ability to work within the philosophy of YWCA Canberra</li> <li>Current full driver's license</li> <li>A current Working with Vulnerable People Registration</li> <li>Current Police check</li> <li>Current First Aid Certificate</li> <li>Australian Citizenship or suitable rights to work in Australia</li> </ul>

## Authorisation

<b>Acknowledgement by Incumbent</b>	Signature:	<b>Date</b>	Click here to enter a date.
	Name:		

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YWCA CANBERRA

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<b>Executive Director</b>	Signature:  Name:	<b>Date</b>	Click here to enter a date.
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