

Position Description

Manager Service Establishment and Quality

Reports to: Director Nest and Nurture

Business Unit: Child
Development

SNAICC Level: 8

FTE: 1

Direct Reports: up to 3

Position summary

The Manager Service Establishment and Quality is responsible for identification of opportunities to grow ACCO services to meet demand and with service quality at their centre. This role will sit within the Nest and Nurture team of SNAICC's Child Development unit and report to the Director Nest and Nurture.

Nest & Nurture is a project to test the feasibility of the national community controlled early years operator. The project is funded for 2 years by Coaxial Foundation. This project aspires to both demonstrate viability of the new entity and identify future revenue sources.

As part of the Nest & Nurture project the Manager will consult with communities and ACCOs to identify strategic growth opportunities for services, responding to current and emerging community demands, underpinned by a commitment to service excellence and quality-led outcomes. This will be done in a sustainable way to ensure services can open, remain open and deliver culturally strong, high-quality ECEC to their children at scale and pace, nationally.

The role will support ACCO ECEC services designed to truly meet the early childhood development, education and wellbeing needs of Aboriginal and Torres Strait Islander children through:

- considerable capacity and trust building in communities
- genuine co-design with communities which puts self-determination at the forefront
- establishment of governance, continuous quality

improvement, registration, compliance and organisational processes

- the acquisition or development of infrastructure and capital
- overcoming workforce challenges

SNAICC Child Development Unit aims to represent, build, and grow the community-controlled early childhood education and care (ECEC) sector across the country. The unit works to ensure children have access to high-quality, sustainable, culturally safe, and secure services in the early childhood education and care sector. The team manages partnerships, sector and membership engagement and delivers targeted workforce, training and support activities, tailored to the service profiles and operating context of organisations. The Unit also strives to enhance the accessibility, quality, and sustainability of services for Aboriginal and Torres Strait Islander children, ensuring their

holistic development and well-being. This is facilitated through various programs including Connected Beginnings and CCCFR, National Workforce, Inclusion & Accessibility and Early Years Support across NSW, SA, QLD, VIC and WA.

Key responsibilities

SNAICC Competency Framework

Key Responsibilities:	SNAICC Competency Framework
<ul style="list-style-type: none"> • Developing relationships with local communities, ACCO's and throughout the sector • Maintain commitment to self-determination and community leadership • Coordinate and facilitate: <ul style="list-style-type: none"> ○ Meetings with external stakeholders, including government and ACCOs ○ On-Country consultations ○ Workshops with key stakeholders, including government and ACCOs • Provide support to ACCOs and work collaboratively to identify, through community consultation, ways to build capacity and successfully operate and deliver new services. • Contribute to reporting for Nest and Nurture • Provide expert feedback on the evaluation of established and emerging services through: <ul style="list-style-type: none"> ○ Collection of data ○ Analysis and interpretation of community needs relating to service provision ○ Analysis and interpretation of known risks and issues experienced by the ACCO service provider/s including processes put in place to mitigate and resolve, lessons learned, and the effectiveness of governance arrangements in place. • Attend all governance meetings as required • Periodically review and improve processes to achieve service objectives. • Manage timelines, resources, and the quality and effective completion of all deliverables. 	<ul style="list-style-type: none"> 1. Organisational Awareness & Professionalism <ul style="list-style-type: none"> 1.3.1 Organisational Awareness 1.3.2 Time management 1.3.4 Taking responsibility 1.3.5 Problem solving 3. Communication & Relationship Skills <ul style="list-style-type: none"> 3.4.2 Written Communication 3.2.3 Verbal Communication 3.2.5 Interpersonal skills 4. Leadership & Teamwork <ul style="list-style-type: none"> 4.4.2 Strategic focus 4.4.3 Team dynamics 2. Community & Interagency Relations <ul style="list-style-type: none"> 2.3.1 Networks & Stakeholders 2.3.2 Community 2.4.3 Partnerships & Collaboration 2.4.4 Community & Sector Knowledge 5. Resources, Assets & Sustainability <ul style="list-style-type: none"> 5.3.1 Revenue raising 5.4.1 Financial management 5.3.5 Sustainability 6. Service Delivery <ul style="list-style-type: none"> 6.4.2 Knowledge of sector issues 8. Program & Contract Management <ul style="list-style-type: none"> 8.4.1 Program development 8.4.2 Program management

Quality and Compliance

- Provide strategic advice, facilitation and complex problem solving to communities and services
- Assist services being established to adhere to National Quality Standards
- Promote a culture of continuous improvement, collaboration and compliance through the provision of mentoring, training and other support
- Contribute to internal quality assurance processes, including identifying, developing, implementing and evaluating quality improvement activities.
- Ensure adherence to organisational policies and procedure to deliver consistent quality support and service.
- Actively participate in internal and external audits with responsibility for compliance
- Actively identify, monitor, and manage areas of key risk and lead appropriate escalation and responses.

Common duties shared with other SNAICC staff

- Contribute to SNAICC internal planning processes including staff meetings, and review of SNAICC strategic and operational plans.
- Write reports, articles and provide information for the SNAICC website, newsletter and other SNAICC publications as required.

Significant relationships:

External

- Aboriginal & Torres Strait Islander Early Years Services
- Relevant peak bodies
- Funding bodies (govt & non-govt)
- SNAICC's membership

Internal

- Policy and Research Team members
- SNAICC Business Units: Office of the CEO; Programs; Child Development; Policy and Research

8.3.3 Contract management

8.3.4 Achieving results

9. Risk Management, workplace safety & quality

9.3.1 Strategy

9.3.2 Quality

9.3.3 Risk Management

Key selection criteria

Knowledge & experience

- Broad knowledge and understanding of issues impacting upon Aboriginal and Torres Strait Islander children and families, and commitment to the rights, needs and aspirations of Aboriginal and Torres Strait Islander children and families.
- Experience liaising with ACCO's and communicating with Aboriginal and Torres Strait Islander communities, community leaders, children and families in a culturally safe way.
- Strong experience leading on quality, program and service design, including:
 - developing culturally safe and informed systems and policies to meet quality and compliance standards
 - provision of specialist information for providers to meet multiple compliance areas
 - provision of support and mentoring to leaders to drive practice improvements, and promote best practice
- Demonstrated understanding of systemic barriers which have historically hindered the establishment of ACCO-led services
- Excellent working knowledge of early childhood education and care (ECEC) policies and the service operational context in Australia, or the capacity to develop this quickly.
- Knowledge of workplace obligations and experience in leading and cultivating workplace practices and behaviours that promote, support, and maintain a safe, healthy, equitable, diverse, and respectful workplace.
- Strong experience to establishing and maintaining effective collaborative professional relationship and partnerships with a broad range of stakeholders across non-government, government, philanthropic, and Aboriginal and Torres Strait Islander community.
- Well developed advocacy skills, including the ability to engage with and influence government.
- Well developed written communication and report writing skills
- Excellent business development skills
- Outcomes oriented and capacity to deliver meaningful results while valuing culture, difference, and diversity.

Qualifications & requirements

- Extensive relevant industry and leadership experience with relevant tertiary qualification
- Employee Working with Children Check (WWCC)
- Current National Police Check (no older than three months)
- Current Driver's License.
- Considerate travel is required for the role, with intra and interstate, and into remote and very remote communities.

Who we are

SNAICC – National Voice for our Children is the national non-government peak body for Aboriginal and Torres Strait Islander children and families, and the sectors that support them.

Since 1981, we have been a strong National Voice representing the interests of Aboriginal and Torres Strait Islander children, families, communities and organisations across Australia.

Our work focuses on three key areas: research and policy, advocacy and sector development engagement and innovation.

SNAICC is governed by a Board of Directors and a Council made up of Aboriginal and Torres Strait Islander community-controlled organisations and leaders from the early years, child safety, development and wellbeing sectors.

Vision

Aboriginal and Torres Strait Islander children and young people thriving in culture, raised within strong families and self-determining communities, empowered to reach their full potential.

Purpose

We engage and amplify the voices of children, young people, their families, communities and our members to drive and influence progress for the fulfilment of the rights of our children through culturally-led, self-determined, and evidence-based approaches, systems and structures.

For more information about SNAICC, visit our [website](#) and view our [Strategic Plan 2025-2028](#).

Our shared values

- **Cultural safety:** Aboriginal ways of knowing, doing and being are our foundation and embedded in all aspects of our business activities. We expect cultural humility from those we work with.
- **Collaboration & trust:** We value reciprocity and partnerships. We show curiosity rather than judgment and give people the benefit of the doubt.
- **Respect & kindness:** We are all valued and valuable. We communicate with people holistically, recognising their humanity.
- **Accountability & integrity:** We do what we say we will. We accept individual and shared responsibility for our actions and outcomes.
- **Staff wellbeing:** We are committed to the wellbeing of our staff.

Organisational expectations

- Compliance with organisational policy and procedures, including code of conduct.
- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards, and injuries.
- Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors.
- Comply with Workplace Health and Safety legislation, standards, SNAICC WHS policies and procedures to participate in the achievement of a safe working culture.
- Where appropriate, participate in workplace inspections, accident reporting and investigations and provide information, instruction and coaching.

Acknowledgement of incumbent

I have read and understood the requirements of the position.

Name:

Signature:

Date: