

# Position Description Inclusion Hub Manager QLD



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Since 1895

<b>POSITION TITLE:</b> Inclusion Hub Manager QLD	<b>DEPARTMENT:</b> Inclusion Support Programme	<b>DATE:</b> May 2016
<b>REPORTS TO:</b> KU State Inclusion Agency Manager	<b>POSITIONS REPORTING TO THIS ONE:</b> Inclusion Professionals, Inclusion Hub Administrative Staff	
<p><b>ORGANISATION CONTEXT</b></p> <p>KU Children's Services (KU) is a not for profit company incorporated under the Corporations Act providing a range of early childhood and education and care (ECCC) services in NSW, VIC, ACT and QLD. It was established in NSW in 1895, making it one of the oldest and most respected providers of early childhood education. KU operates over 140 services, including preschool, long day care, out of school hours care, occasional care, family programmes and Inclusion Support Agencies.</p> <p>From 1 July 2016, KU will receive Australian Government funding to operate state-wide Inclusion Agencies (IAs) as part of the new Inclusion Support Programme (ISP). The ISP "supports mainstream ECCC services to improve their capacity and capability to provide quality inclusive practices, address participation barriers and include children with additional needs alongside their typically developing peers" (ISP Guidelines p.5).</p> <p>The Inclusion Support Programme is underpinned by a set of guiding principles that include: inclusion; equity of access; national consistency; an integrated approach; a strengths-based approach; self sustaining and resilience of ECCC services (Appendix 1, ISP Guidelines 2016-2019 p.48).</p>		
<p><b>NATURE AND SCOPE OF THE POSITION</b></p> <p>The Inclusion Hub Manager leads a team of Inclusion Professionals to support educators in Australian Government funded children's services to increase their capacity and capability to embed inclusive practices within their service. They work to promote a clear understanding of inclusion which focuses on all children being seen as capable and contributing in their environment. The development of collaborative relationships with all stakeholders will be essential to the implementation of the ISP Guidelines 2016-2019.</p> <p>The Inclusion Hub Manager will lead and manage the implementation of the KU Inclusion Support Framework by Inclusion Professionals in their team, to ensure that support to services is designed to increase the capacity and capability of educators and builds on educator and service strengths.</p>		

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Continued...



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## KEY ACCOUNTABILITIES

### Building Capacity and Capability – Facilitating Change

- ▶ Lead and manage the implementation of the KU Inclusion Support Framework by Inclusion Professionals.
- ▶ Support Inclusion Professionals to shift their practice to reflect the new ISP Guidelines and promote capacity building as the focus of all practice.
- ▶ Support services to engage in ongoing reflective practices and continuous improvement through the development of a Strategic Improvement Plan (SIP).
- ▶ Teach educators and relevant stakeholders about inclusion and inclusive practice.
- ▶ Motivate and lead Hub teams to work in innovative and collaborative ways to develop resources and facilitate activities that challenge educator thinking and practice around inclusion for all children.
- ▶ Assist services to review and/or develop inclusive philosophies, policies and practices.
- ▶ Support educators to work in partnership with families and early intervention professionals to advocate for inclusive practices within the mainstream ECCC environment.
- ▶ Support Inclusion Professionals and services to be aware of, and navigate, changes in the ECCC sector as they occur.

### Service Delivery

- ▶ Manage the allocation of services so that Inclusion Professionals have equal responsibility for all eligible service types.
- ▶ Actively promote a team approach to service delivery.
- ▶ Manage requests for support from ECCC services and prioritise them to ensure inclusion support is delivered promptly, appropriately and in accordance with the ISP Guidelines and Work Plan.
- ▶ Support Inclusion Professionals to understand the unique profile and dynamics of each service and guide them to tailor supports that are appropriate, relevant and supportive.
- ▶ Plan visits and contacts with all ECCC services to promote inclusion and the supports available through the ISP.
- ▶ Utilise VisiCase online workflow and reporting system to manage service provision, key performance indicators (KPIs) and monitor Inclusion Professional service delivery case recording.
- ▶ Monitor practice to ensure a consistent approach to service delivery and manage 'drift' in practice.

### Reporting and Collaboration

- ▶ Build and maintain respectful and collaborative relationships with ISP stakeholders, services and educators.

# Position Description Inclusion Hub Manager QLD



Children's Services  
Since 1895

Continued...

- ▶ Actively promote inclusion and the ISP within the community and advocate for quality inclusive practices for all children.
- ▶ Hold a broader vision of the IA as a key component of the Inclusion Support Program.
- ▶ Meet program objectives and outcomes, and oversee the implementation of the Work Plan and Annual Plan.
- ▶ Provide opportunities for Inclusion Professionals to contribute to writing an Annual Plan that is locally responsive to the needs of services and educators within specific localities.
- ▶ Work to create and maintain a positive IA office work environment, working as a team to achieve the best outcomes for services and educators.
- ▶ Assess, action and monitor Work Health and Safety risks and issues as they arise.
- ▶ Implement a client satisfaction strategy for receiving feedback from ECCC services.
- ▶ Maintain and record a summary of complaints as per KU IA Policy.
- ▶ Establish and maintain efficient recordkeeping systems required for funding accountability purposes.

## Financial Accountability

- ▶ Monitor monthly reports of regional expenditure.
- ▶ Ensure expenditure is in line with budget provision and line items.
- ▶ Providing information for Annual and Final Acquittal Reports of the Inclusion Hub Office budget.

## Professionalism

- ▶ Engage in professional reflection and continuous improvement strategies to increase skills and maintain currency.
- ▶ Keep up to date with current developments in the early and middle childhood fields, in particular in areas that relate to the provision of quality inclusive practice.
- ▶ Undertake professional development to further develop skills and practices relevant to the position.
- ▶ Maintain confidentiality as per the *IA Staff Confidentiality Statement*.
- ▶ Comply with organisational policies and procedures relevant to the position.

## Employee Wellness and Safety

- ▶ Take every reasonable step to provide and maintain safe premises, safe systems of work, safe equipment, safe substances and a safe working environment
- ▶ Identify, assess and control hazards in our workplaces and arising from our activities
- ▶ Consult with staff to enable them to effectively contribute to the making of decisions affecting their health, safety and wellness at work
- ▶ Provide instruction, information and supervision to ensure the health and safety of employees, volunteers, contractors and others in their workplace

# Position Description Inclusion Hub Manager QLD

Continued...



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## EXPERIENCE, KNOWLEDGE AND SKILLS

- ▶ Degree in Early Childhood/Primary Teaching or Diploma of Children Services
- ▶ Demonstrated current knowledge of the early/middle childhood sector, including knowledge of the National Quality Framework.
- ▶ Thorough understanding of the differences between inclusion, integration, micro-exclusion and macro-exclusion.
- ▶ Deep understanding of the Inclusion Support Guidelines, including programme objectives and outcomes.
- ▶ Commitment to the broader Inclusion Agency, demonstrated through a team approach with other Inclusion Hub Managers and active contribution to shared responsibilities as a state-wide agency.
- ▶ Capacity to share inclusive practices and solve inclusion barriers.
- ▶ Experience in team management and understanding of the way that team dynamics can impact on service delivery.
- ▶ Effective oral and written communication skills that enhance collaboration and promote a clear understating of programme delivery.
- ▶ Ability to facilitate change through the use of reflective practice and a strengths-based approach.
- ▶ Demonstrated understanding of adult learning styles.
- ▶ Ability to meet multiple deadlines and priorities.
- ▶ Demonstrated flexibility, adaptability and the ability to respond positively to change within the work environment.
- ▶ Demonstrated knowledge of and experience with using standard computer software, such as Microsoft Office.
- ▶ Current drivers licence and use of a comprehensively insured, registered motor vehicle.