

COORDINATOR EARLY YEARS AND FAMILY SERVICES

Position Number: P117004
 Banding/Remuneration: Band 8
 Division/Branch: Community Services / Children, Youth and Family Services
 Reports To: Manager Children, Youth and Family Services
 Date Approved: June 2024

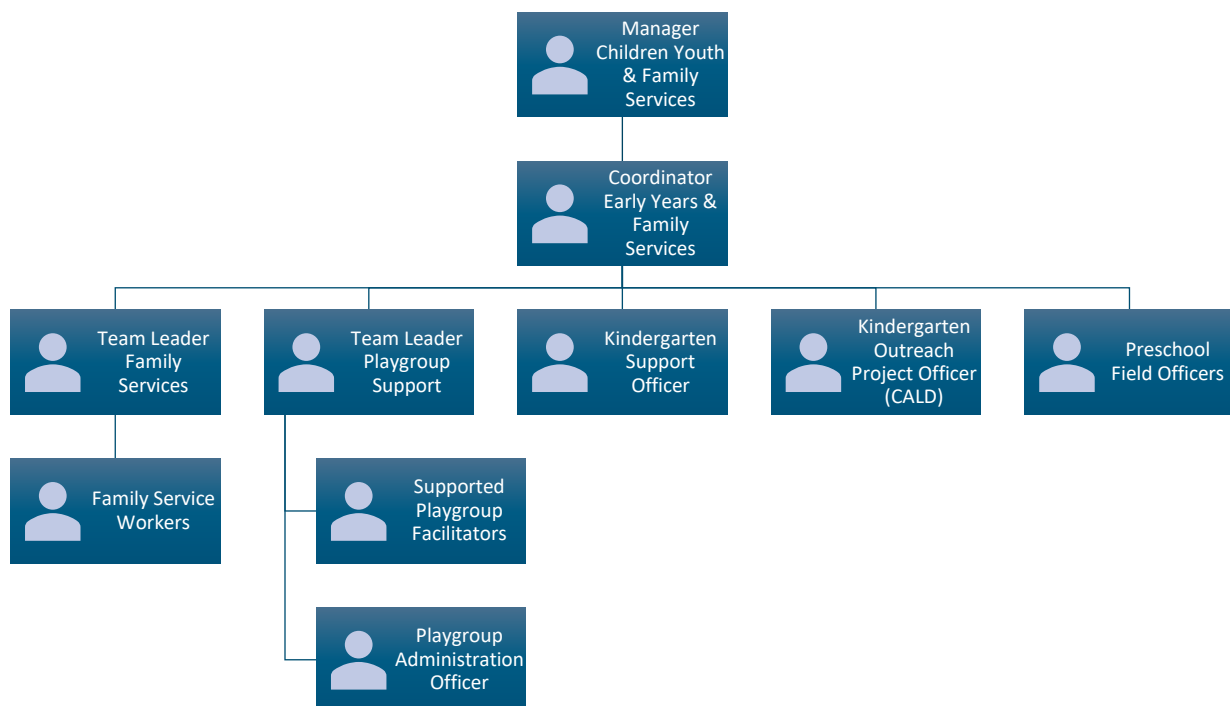
Position Objectives:

This position will lead and direct the provision of:

- An integrated family support program and parent education programs.
- Support, guidance, and delivery of playgroups.
- Professional support and information to providers of children’s services in the City of Monash.
- The planning and implementation of new initiatives relating to parent support and children’s services.
- Kindergarten support services.
- Capital works projects, both new and maintenance for all early years related facilities.

This position will ensure the provision of the above services occur at a best practice standard and directed by the latest practice-based evidence and evidence-based practice.

Team Structure:



Key Responsibility Areas:

Legislative, Accreditation and Organisation Requirements

Ensure activities within the area of responsibility comply with:

- Education and Care Services National Law Act 2010.
- Education and Care Services National Regulations 2014.
- Occupational Health and Safety Act 2004.
- City of Monash Policy and Procedures.
- Family Assistance Law.

Early Years and Family Service Delivery

- Lead and manage the high quality, best practice:
 - Comprehensive family support service for the parents of children 0 – 18 years who live in the City of Monash.
 - Parent education program for the parents of children 0 – 18 years who live in the City of Monash. This will include ensuring an integrated approach with other Children, Youth and Family Services Teams.
 - Establishment of a program of support and guidance for community playgroups with a focus on inclusive practice.
 - Administration of the Kindergarten Central Enrolment Scheme provided to kindergartens and families in Monash.
 - Provisioning of Kindergarten support services.
- Ensure quality support and information provided to early childhood education and care services and other external children's services.
- Facilitate effective liaison with, and between, the range of children's services operating in Monash. These will include, but not be restricted to, early childhood education and care services, toy libraries, playgroups, and parent support groups.
- Provide expert advice and guidance to the development and refurbishment of playgrounds using best practice guidelines.
- **Manage the use of Council facilities** by children's services, including.
 - Review and standardise existing user/usage policies and procedures and produce new standards and procedures as required.
 - Monitor the provision of maintenance services to children's services operating from facilities owned by Council, including liaison with Infrastructure Services.
 - Oversee minor capital works projects on facilities owned by Council that are used for children's services.
- Monitors, manage and contribute to progress of capital works projects and maintenance for Council facilities used for children's services.
- Contribute to cross sector initiatives that are relevant to children's services.
- Develop systems and processes to improve Council's role in the planning and provision of children's services.
- Develop and manage relationships with providers of children's services, family support programs and playgroups.

- Report significant issues of strategic and operational importance to the Manager Children, Youth and Family Services.

Staff Management and Leadership

- Lead and support staff in carrying out their roles, facilitate their professional development and engage staff in decision making where appropriate.
- Using strength based, person centred principles, provide leadership and direction to staff in achieving program goals and objectives, and implement and manage HR practices consistent with the City of Monash policies and procedures.
- Facilitate effective communication with other programs to ensure the provision of integrated services in accordance with the philosophy of the Children, Youth and Family Services Unit.
- Facilitate regular staff meetings to support effective operation and encourage staff engagement, participation, contribution of ideas and suggestions to improve the quality of services.
- Using appropriate methods and a flexible interpersonal style to help build a cohesive team.
- Assist in the setting of the budgets with a regular reporting mechanism to management to ensure adherence to the set goals and objectives.
- Drive change, provide clear direction on performance goals and regular feedback on performance outcomes, and initiate corrective action as appropriate.

Strategic Planning and Quality Improvement

- Develop and implement plans and strategies in consultation with the Manager Children Youth and Family Services for the provision of new and improved services in response to community needs, Government policies and guidelines.
- Develop and / or contribute to local joint initiatives and networks in the early childhood and family support areas.
- Ensure that the customer perspective is a driving force behind business decisions and activities; craft and implement service practices ensuring that they meet customer and organisation's needs.
- Maintain a quality assurance and continuous improvement approach to service review on a regular basis.
- In Consultation with the Manager, work with the relevant government authorities and community-based service to provide the best place-based approach to service for children and their families.
- In consultation with the Manager, develop reports for external agencies and funding bodies in accordance with program guideline requirements.
- Manage the ongoing quality improvement of systems, processes and evidence informed practices supporting the delivery of the service in compliance with all legislative requirement and Council policies.

Financial Management & Administration

- Manage the programs budgets ensuring all activities are coordinated and delivered within the budget framework.
- Provide regular reports on financial performance against budget goals, including actions taken where additional costs have been incurred.

- In consultation with the Manager, actively participate in the annual budget process by the development of draft budgets including associated costs or program priorities and objectives and recommendations for the purchase of resources and equipment.
- Provide input to proposals and submissions to funding bodies.
- In conjunction with the Manager Children, Youth and Family Services prepare reports to agencies, government representatives and funding bodies to demonstrate that accountability criteria are met.
- In a timely manner, provide the Manager Children, Youth and Family Services appropriate documentation, as required, for release to external bodies for the purpose of audit or other requirements.

Accountability and Extent of Authority:

The position:

- Has authority and freedom to manage and develop resources, policies, objectives and budgets.
- Actions/advice may have substantial effect on the community, the programs or projects being managed or on the public perception of the wider organisation.
- Is accountable for the management of specialised, legislated units, including the recruitment, leadership, and professional development of tertiary trained staff.
- Make decisions and take actions that have a substantial effect on the community.
- Scopes, plans, develop schedules, estimate resources, and define outcomes for projects.
- Drives the planning and development of early years and family services, including those services subject to legislation and regulation.
- Presents policy options and strategic direction to the Manager Children, Youth and Family Services.

Judgement and Decision Making:

- Makes independent judgements and decisions relating to the day-to-day operation of the programs.
- Identifies and analyses an unspecified range of options to develop policy and operations.
- Ability to work under limited supervision and use professional knowledge and experience in making decisions and assessment.
- Applies professional knowledge and experience to make decisions, including resolution of system and operational problems.
- Makes recommendations about new initiatives and the capacity of the service to undertake these activities.
- Makes judgements and provides direction / leadership to staff when difficult circumstances present and decisions are required for which the staff require direction.
- Guidance is not always available within the organisation.
- Presents policy options and strategic direction to the Manager Children, Youth and Family Services.

Specialist Knowledge and Skills:

- Sound knowledge of and experience in the application of Australian and Victorian Government legislation, regulation, policy, and funding in relation to early childhood education and care services, playgroups, family support services, kindergarten support services

- Understanding of and commitment to strength-based family centred practice and its implementation through development of community services.
- Sound knowledge and understanding of early childhood services and supports, family support, parent education and kindergarten support services.
- Sound knowledge of principles and practices of budgeting and accounting/financial procedures.
- Well-developed knowledge of the services and community support services and how they can be aligned to wider organisational goals.
- Conceptual and analytical skills, including ability to evaluate service delivery, to meet new or changed demand and to develop systems, processes, and practices to support the service delivery.
- Sound understanding of cultural diversity, particularly as it presents in the municipality.
- Analytical and investigative skills in policy formulation.

Management Skills:

Demonstrated ability to:

- Set priorities, manage time and resources to ensure the optimum use of all resources.
- Plan, prioritise and organise work, both on an individual and team basis, within a set timetable and in an environment of change and conflicting demands.
- Provide guidance and professional development to tertiary trained team members.
- Develop and achieve the objectives set by Council in relation to the operation of the programs.
- Ability to foster an environment across multiple teams that encourages continuous improvement and high-quality customer service.
- Ability to develop strategic direction and set objectives to achieve goals across multiple specialist teams.
- Conduct performance reviews of staff.
- Identify needs, co-ordinate and implement training programs.
- Demonstrated capacity to set priorities and drive outcomes in an environment of financial constraint.
- Lead, support, and develop a diverse and complex workforce.
- Capacity to achieve organisational objectives in an environment of financial, political, and social constraints and challenges.

Interpersonal Skills:

- Highly developed interpersonal, written, and verbal communication skills.
- Ability to liaise at all levels and to prepare and present complex reports, strategies, and recommendations.
- Proven ability to liaise persuade and negotiate with a wide range of specialist groups, customers, community groups and at all management levels.
- Proven ability to build cohesive, high-performing teams by clarifying accountabilities, involving the teams in decisions.
- Ability to set clear standards and accountability to motivate team for continuous improvement.
- Demonstrated ability to develop team and inspire high levels of group and individual performance by communicating and modelling the organisation's vision and values.
- Proven ability to lead, motivate and develop staff using a strength based, person centred approach.

- High level of negotiation and consultative skills
- Ability to set clear standards and accountability mechanisms.
- Capacity to motivate the workforce, through continuous improvement activities.
- Align services and workforce activities with legislative, regulatory, and quality requirements and organisational objectives.

Qualifications and Experience:

- Relevant tertiary qualifications in an area related to early childhood education and care, family support or in social science.
- Demonstrated experience / capacity in the leadership / management of early childhood education and care services.
- Extensive relevant staff and project management experience.
- Well-developed administration and organisational skills including the ability to prioritise and manage multiple tasks.
- Excellent communication, engagement, and leadership skills.

Key Selection Criteria:


- Relevant tertiary qualifications (as listed).
- Extensive project management experience within community services setting.
- Extensive knowledge and experience in the provision and leadership of children's services, family / parent support.
- Demonstrate high level conceptual and analytical skills.
- Excellent interpersonal and communication skills, including the ability to maintain effective work relationships with internal and external stakeholders.
- Well-developed written skills, with demonstrated ability to prepare reports, record minutes and communicate outcomes effectively.
- Financial management experience and capabilities

Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well-established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services



Our Vision: “To be the most liveable city in Victoria”

Our Mission: “Make a difference through commitment, leadership and expertise.”

Our Values:

- **Accountability**

We are responsible for our actions and behaviours every day.

- **Respect**

We value diversity and appreciate others.

- **Teamwork**

We work collaboratively to achieve shared goals.

Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.

We are committed to being a child safe organisation and have zero tolerance to child abuse.