



POSITION DESCRIPTION

POSITION TITLE:		Coordinator – Children’s Centre			
POSITION NO:		702424	CLASSIFICATION:		Band 7
DIVISION:		Community Wellbeing			
BRANCH:		Family Youth and Children’s Services			
UNIT:		Children’s Services			
REPORTS TO:		Team Leader of Children’s Services Operations – Early Years			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

The incumbent is required to lead the effective operation of the North Carlton Children's Centre.

This objectives of the role:

- To meet the regulatory obligations of the Nominated Supervisor for the North Carlton Children's Centre.
- To ensure that an active Quality Improvement Plan is maintained and implemented and that the service both meets Quality standards in all areas and strives to exceed Quality Standards.
- To ensure that Commonwealth and Federal subsidies, funding and grants are administered compliantly; and to be accountable to budgeted income, expenditure and occupancy.
- To understand the needs of the community, families and children of the surrounding area including North Carlton, North Fitzroy and Princes Hill; and

ensure that the services the incumbent is leading is meeting those needs through regular consultation and evaluation.

- To liaise, network and work in partnership with other community early childhood services, Bargoonga Nganjin Hub, social support agencies, schools and other local council services.
- To lead the team in a positive, strength-based approach with respect, innovation and courage; and in line with organisational expectations relating to performance development, Enterprise Agreement obligations and occupational health and safety requirements.
- To actively implement the strategic plans and actions as set by Organisation, Division, Branch and Unit.

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Family, Youth and Children's Services Branch, forms part of the Community Wellbeing Division. This Division contributes directly to the achievement of organisational goals. As a member of the branch management team the incumbent is required to pursue Branch, Divisional and Corporate goals in the planning and provision of Early Education and Care for the City of Yarra.

The Family, Youth and Children's Services Branch consists of the following units:

- Children's Services (Long day care, Kindergarten, Out of School Hours and Care, Central Registration, Occasional Care, Casual Care and Pre School Field Officer)
- Family Services (Family Support, Maternal and Child Health Services and Child Health, Playgroups and Immunisations)
- Youth and Middle Years
- Service Planning and Development (Strategic planning, service enhancement, quality assurance processes, professional development & training, policy development and resource and support services across the municipality)

ORGANISATIONAL RELATIONSHIP

Position Reports To: Team Leader of Children's Services Operations – Early Years

Position Supervises: Educational Leader / 2IC
Educators
Kindergarten Teachers
Customer and Business Support Officer

Internal Relationships: The incumbent may be required to liaise with staff at all levels within the organisation.

On a daily basis, the incumbent will work closely with the Educational Leader / 2IC

Maternal Child and Health Nurses

Yarra Family Support Employees

Yarra Playgroups & Family Programs Employees

Early Learning Centre staff

Coordinator of Children's Services

Team Leader – Children's Services Operations - Early Years

Team Leader – Children's Services Operations – School Age

Care and Occasional Care

Occasional Care Supervisor

Pedagogical Leader

Manager Family and Children's Services Branch

Customer and Business Support Officers

Family Services Unit

Arts and Culture

A range of internal Council Units - Finance including Payroll, Assets, Open Space, Human Resources, OH&S and Organisational Development as required.

External Relationships: The incumbent is required to negotiate and maintain professional relationships with a range of Federal, State, Regional and Local Government agencies; private and not-for-profit sector bodies, external service providers, residents and ratepayers.

KEY RESPONSIBILITY AREAS AND DUTIES

In consultation with the Team Leader of Children's Services Operations – Early Years and Pedagogical Leader, coordinate and oversee the day to day operations of the service and the delivery of children's educational programs that achieve the best outcomes for the child based on developmental progress and current best practice

Education and Care Service Leadership and Management

- Ensure the compliance of the Education and Care services at the North Carlton Children's Centre with:
 - *Education and Care Act* and Regulations
 - National Privacy Principles regarding privacy, confidentiality and data management.
 - Occupational Health and Safety Laws
 - Current Yarra Enterprise Agreement
 - Child Safe Laws
 - Family Assistance Law
 - Kindergarten Funding Agreements
 - Organisational Policies and Procedures
 - Children's Services Policies and Procedures
 - Staff Code of Conduct;

And that the incumbent will ensure they stay up to date with changes in laws, regulations and policies through active engagement with sector information, peak bodies and organisational updates.

- Ensure that the services are, at a minimum, meeting all National Quality Standards and striving to exceed quality standards through embedding practice; engaging with and making improvements through reflective practice; and consulting with children, staff, families and the community.
- Actively maintain and implement a Quality Improvement Plan in consultation with key stakeholders including children, families, educators, management and community partners.
- Promote and implement child safe standards of practice at all times including following both organisational and legislated requirements and embedding the voice of the child in the service and curriculum decisions that affect them.

Business Management

- Monitor and be accountable to the income and expenditure of the services against the budgeted allocations and forecasts.
- Implement and maintain processes and procedures for the management and accuracy of core documents (enrolments, staff record, accident / illness forms) and files in the services that are efficient and effective for the team and families where applicable.
- Implement and maintain processes and procedures that ensure the timely and accurate processing of subsidies and funding requirements.
- Implement and maintain processes and procedures that ensure the timely and accurate processing of invoices and debt management.
- Ensure that processes directly involving families are administered in a way that ensures inclusion and consideration of any complexities that may be present in the family and community cohorts.

Developing and leading Staff

- Ensure all staff are actively participating and being supported in the organisational Performance and Development Review processes. Providing both positive and constructive feedback in a regular and timely manner to improve outcomes for development.
- Support staff in a 70/20/10 model of professional development where the staff are able to access opportunities through on-the-job experiences, relationships such as mentoring and coaching; and formal learning.
- Invest in team building through peer support, team meetings, reflective practice; as well.
- Leveraging technology through newsletter, emails and closed forums.
- Facilitate an environment of accountability where all staff are empowered to work within the full extent of their job description, authority and delegation.
- Lead recruitment and induction of new staff in a timely manner that ensures vacancies are kept to a minimum.
- Ensure staff rosters are developed in consultation with the staff group and that they are equitable and communicated in line with the expectations of the Enterprise Agreement.

Community and Family Partnerships

- Actively participate and contribute to integrated models of care.
- Active participation in appropriate advisory and consultative forums with relevant organisations and other key stakeholder groups.
- Innovate and form partnerships with peak bodies, not-for-profit organisations,

tertiary institutions and other units and branches within Yarra or other councils to engage in projects that will benefit the children, families and communities of North Carlton and neighbouring suburbs.

- Facilitate the development of a centre culture and service systems that actively promote multi-disciplinary practice, integration and professional learning amongst staff.
- Support families based on the principles of family-centred practice where families are supported to be empowered.
- Support and celebrate the diversity of the families and communities of North Carlton through cultural competence and inclusive practice being embedded into the education and care services.
- Support the placement of tertiary students in the service and facilitate assessment and supervision under the guidance of appropriate staff models.

Pedagogy

- Support the Educational Leader in their mentorship and pedagogical development of the educator groups through regular consultation and joint planning with the Pedagogical Leader.
- Oversee the compliant implementation of educational programs that are supported by current educational theories and practice and are based on an approved learning framework.
- Support the educator team to integrate their curriculum with active participation in the community through routine outings, excursions and community partnerships.
- Ensure that children and families are active contributors to the service pedagogy and curriculum.
- Ensure that the service's philosophy is relevant to the current children, families, staff and community; and that the philosophy is reflected in the day to day programming and service operations.
- Ensure that environmental sustainability, inclusion, health and wellbeing and Aboriginal and Torres Strait Islander perspectives are embedded in the pedagogy and service operations.

Innovation

- Engage in ongoing professional development in innovative approaches to pedagogy, management and leadership.
- Proactively engage in projects, continuous improvement activities and working groups to achieve key outcomes.
- Contribute to and implement strategic plans on a local, unit, branch and organisational level, including reporting and evaluation tasks.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The Coordinator of North Carlton Children's Centre is directly accountable to the Team Leader of Children's Services Operations – Early Years for program delivery, compliance with all relevant statutory responsibilities, people and resource management, financial management and continuous improvement.
- Contribute to the provision of strategic advice and guidance to the Council about the provision of education and care services within the area.
- Initiate and facilitate appropriate advisory and consultative forums with relevant organisations and other key stakeholder groups.
- Supervise, lead, develop and manage staff in line with the reporting structure. This includes recruitment and performance development and the implementation of applicable sections of the Yarra Enterprise Agreement.
- Ensure compliance with relevant Government and Council regulations and policies and procedures.

- Be accountable to the operational budget including income from parent fees, subsidies and funding; expenditure within budgeted allocations; appropriate cost coding; forecasting; and implementation of the Children's Services Fees and Charges Policy –including debtor management.
- Direct input into policy development.

Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the *Victorian Child Safe Standards* as legislated in the *Child, Wellbeing and Safety Act 2005* and have robust policies and procedures in order to meet this commitment.

Sustainability

Embrace the following Sustaining Yarra principles through day to day work:

- Protecting the Future
- Protecting the Environment
- Economic Viability
- Continuous Improvement
- Social Equity
- Cultural Vitality
- Community Development
- Integrated Approach

Yarra Values

Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:

- Accountability
- Respect
- Courage

JUDGEMENT AND DECISION MAKING

- Operational responsibility for all aspects of the North Carlton Children's Centre within Council policies and procedures.
- Review, develop and implement planning strategies in Council's education and care services.
- Provision of sound advice, direction and leadership of staff and external service providers
- Complex and sensitive matters should be managed, but also brought to the attention of the Team Leader of Children's Services Operations – Early Years
- The role requires a high level of problem solving, including day to day management; or in consultation as part of a broader unit, branch or organisational approach when appropriate.
- Matters pertaining to media and communication; or matters that may cause reputational risk to Council should be immediately escalated.
- Guidance is not always available within the organisation.

SPECIALIST KNOWLEDGE AND SKILLS

- Broad and extensive experience in the provision and management of Education and Care services.
- A high degree of experience with and knowledge of:
 - *Education and Care Act* and Regulations
 - National Quality Framework and the Quality Improvement Plan cycle.
 - Assessment and Rating

- Child Care Subsidy
 - Childcare management software
 - National Quality Standards
- Business management skills including:
 - Budget building and management
 - Grant applications
 - Data analysis
 - Accounts Payable and Receivable
 - Strong financial acumen
- Experience and confidence with:
 - Facilitation of internal and external meetings
 - Working as part of a team in project management and delivery of project plans and initiatives.
- Ability to effectively manage emergencies including investigations, analysis and prevention.

MANAGEMENT SKILLS

- Effective and efficient time management skills, record accuracy, prioritisation skills and ability to achieve objectives despite conflicting priorities.
- Leadership skills that embrace the organisational values of Respect, Courage and Accountability.
- Ability to lead and manage a large team with multiple line of reporting across multiple sites.
- Ability to lead through coaching and empower staff to work within their level of authority and delegation.
- Confidence with providing feedback, implementing professional and performance development and conducting difficult conversations.
- Ability to develop policies, procedures and service systems that achieve required outcomes
- Ability to ensure that risk management processes and practices are developed, maintained and implemented by staff
- Effective logistical skills around rostering, staff planning, procurement and service planning

INTERPERSONAL SKILLS

- Demonstrated excellent verbal and written communication skills when working with children, families, staff, professionals and community members
- Ability to work collaboratively and effectively with:
 - Other parts of the organisation
 - North Carlton community organisations
 - Local schools, training providers and Education and Care Services.
 - Children and families
- Ability to discuss, liaise and resolve problems both internally and externally
- High level of emotional intelligence
- Extensive experience with family centred practice including supporting, but empowering families with complex needs
- Experience with working in a community and with families that may have, or continuing to be exposed to, traumatic experiences, intergenerational poverty, child protection involvement, and vulnerabilities.
- Ability to motivate and develop employees.

QUALIFICATIONS AND EXPERIENCE

- Substantial experience in the management of Education and Care services is essential.
- Eligibility and written consent to becoming the Nominated Supervisor and

- undertaking all responsibilities related to the title
- Substantial experience in the management of Education and Care services is essential
- A solid understanding of theories and practices in child development, educational programming and behaviour guidance
- Demonstrated experience of leading a team of educators through continuous improvement
- A demonstrated high level of business management and customer service
- Must maintain a current working with children check/VIT & Criminal History check
- ACECQA approved early childhood degree **or** diploma with several years relevant experience

KEY SELECTION CRITERIA

1. Demonstrated extensive knowledge and recent experience of managing the operations of a high-quality early years' service.
2. Demonstrated knowledge, understanding and ability to meet the requirements within legislation applicable to the role, including *Education and Care Act and Regulations*, National Quality Framework, *Family Assistance Act* and *OH&S Act and Regulations*.
3. Demonstrated understanding of and commitment to the principles of integrated and innovative practice and multi-disciplinary service delivery, as applicable within early childhood education and care.
4. Proven exceptional leadership skills that develops individuals and teams using a strengths based approach.
5. Demonstrated financial management skills and the ability to manage the service operations within budget parameters.
6. Demonstrated ability to work autonomously within set frameworks and proactively work as a part of the organisational team.