



POSITION DESCRIPTION:

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| Position title: | Children Services Manager |
| Status: | Full Time |
| Location: | Bendigo |
| Classification level: | SACS Level 6 |
| Award | <i>Social, Community, Home Care and Disability Services Industry Award 2010</i> |
| Reporting to: | Deputy CEO |
| Date Approved: | 21/01/2024 |

WORKING ENVIRONMENT

Code of Conduct

All employees must abide by the Organisational Code of Conduct.

Occupational Health and Safety:

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations occupational health and safety policies and procedures.

Performance Review:

A Performance Review will be conducted using the Organisations Performance Management Process.

POSITION OBJECTIVES

The Children Services Manager plans, co-ordinates, supervises, manages, implements and administers the activities and policies including preparation of budget for the OSHC Program.

The Children Services Manager is also expected to effectively supervise, manage and support the team to ensure delivery of the service objectives by providing essential skills, knowledge and support to the team and will be required to provide consultation and assistance relevant to the workplace.

LEVEL OF RESPONSIBILITY

This position is directly responsible to their immediate supervisor for all aspects of service delivery and organisational management for projects and/or programs under their control. The performance of this position is subject to limited direction from senior employees or management. The employee will be expected to contribute to the management of the organisation, assist or prepare budgets, establish procedures and work practices. The employee will be involved in the

formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees and will be required to set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation. The employee may be required to negotiate matters on behalf of the organisation.

The employee has the responsibility for decision-making in the particular work area and the provision of expert advice. Any issues falling outside these areas are to be referred to the employee's supervisor.

SUPERVISION

The Children Services Manager operates under limited direction from senior employees or management, is involved with establishing operational procedures which impact upon the organisation and/or the sections of the community served by it and is required to set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation. An employee at this level will be required to supervise staff, exercise managerial responsibility, work independently as a specialist or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities.

KEY TASKS AND DUTIES *(including Key Performance Indicators)*

- Day to Day management of the Children Services Programs.
- Organise and coordinate Children Services operations in ways that ensure maximum productivity.
- Supervise the work of employees. Provide feedback and counsel to improve efficiency and effectiveness.
- Ensure department operate within a framework of continuous improvement and risk management.
- Ensure compliance with legal requirements, including regulations, certifications, and licensing requirements.
- Maintain relationships with partners, community groups, vendors, and suppliers.
- Develop strategies to engage diverse communities: Culturally and Linguistically Diverse, Aboriginal and Torres Strait Islander and emerging communities.
- Develop a strategy that translates community engagement into additional revenue streams.
- Monitor, measure, evaluate and report on the delivery outcomes and impact from engagement activities.
- Other duties as required.

Child & Team Safety

- Ensure that appropriate supervision of children is occurring in the Service at all times.
- Manages a safe and healthy Service environment, demonstrate safety leadership and culture by re-enforcing safety values and behaviours.
- Responsible for safety, compliance and food safety management, ensuring team members are up to date with required training while implementing risk management policies.
- Adheres to duty of care and mandatory reporting responsibilities.
- Ensure compliance with all ILMR safety policies and procedures.
- Hold regular safety and compliance meetings, and record per company policy.
- Escalates incidents and accidents per company policy.

Family Support

- Build strong, supportive relationships with all families throughout their time with the Service.
- Professionally manage and provide support to families during the enrolment process from enquiry, tours and booking, including navigating government processes and benefits.

- Effectively communicate Service values, expectations, activities and regulatory updates.
- Timely response to family enquiries via appropriate means eg. Email and face to face
- Encourage family input into the Quality Improvement Plan (QIP)

Business Performance

- Maximise Service occupancy and revenue, enrolments and value add services.
- P&L accountability, manages costs and Service profitability to deliver budget.
- Accountable for appropriate rostering, ratio and wage management across the Service.
- Manage debt owed by families within company guidelines.
- Maintain Service facilities and resources to an appropriate quality standard, escalating issues as necessary.
- Provide reports as requested by the Department of Education and Training and ILMR.

Other Responsibilities

- Office administration including maintaining Service records.
- Ensure the most current Service policies and procedures are implemented and maintained.
- Be available to work contact time in the Service as required.
- Participate in meetings, conferences and training courses, as appropriate.
- Ensure confidential information is kept secure.
- Represent the company in a professional, positive manner demonstrating ILMR values.
- Complete to the best of your ability any additional tasks within reason as provided by your Manager.

Key Performance Areas

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| National Quality Framework (NQF) Rating | NQF maintain ratings of Exceeding the National Quality Standard (NQS) |
| On-Time | 100% of services are delivered to the target population on-time and in line with the operational requirements. |
| Customer Service | 85% of adult users and relevant school staff to respond either at or above expected satisfaction levels. This would be based on a survey devised in consultation with the Department. |
| Reporting | 100% of reports to the Department are delivered within the nominated timeframes. |

Refer to HR004-03 Key Performance Indicators

QUALIFICATIONS
Essential

- Diploma of Children's Services or equivalent.
- Approved working with children clearance as per state requirements.
- First Aid and CPR Certificates.
- National Police Check
- Satisfy the Regulatory Authority that you are a 'fit and proper person'.

Desirable

- Bachelor of Teaching (Early Childhood/ Special Education) or equivalent.

OTHER REQUIREMENTS

- 3+ years of management / leadership experience, preferably within sector.
- Passionate belief in the Children Service, development and education of children.
- Strong ethics and genuine approach towards child safety and WHS.
- Exceptional written and verbal communication skills.
- Demonstrated P&L accountability.
- Current unrestricted driver license.
- Required to provide:
 - NDIS Worker Screening Check
 - Working with Children Check (Employee)
 - NDIS Worker Orientation Module
 - COVID Vaccination plus Booster
 - Mandatory Reporting Certificate
- Proof of eligibility to work in Australia.

SELECTION CRITERIA

- Demonstrated ability to develop meaningful partnerships that deliver strong outcomes.
- Significant proven experience and a record of achievement in business development.
- High level capacity to successfully research, consult and implement relevant business development initiatives, including initiating and maintaining effective community business partnerships and networks.
- Highly developed skills in the management of human, financial and physical resources, and the ability to manage in a consultative, team-based environment.
- Excellent interpersonal and people skills and proven ability to manage performance of staff including necessary development and support.
- Highly developed written and oral communication skills including negotiation and ability to effectively represent and promote Interchange.

SIGNATURES

Signed for and on behalf of the Organisation:

Name: _____ Signature: _____

Position: _____ Date: _____



Lifely

Children Services Manager

The Employee:

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

Name: _____ Signature: _____

Position: _____ Date: _____

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