

## POSITION DESCRIPTION

<b>Position Title</b>	Children's Services Manager (Family Day Care)
<b>Department</b>	Family Day Care
<b>Date</b>	October 2023
<b>Reporting To</b>	Chief Executive Officer
<b>Direct Reports</b>	Educator Support Officers Family Day Care Administration Staff
<b>Internal Liaisons</b>	All staff, Board
<b>External Liaisons</b>	Family Day Care Educators, Peak Associations, Government departments, Regulatory bodies, Tertiary Institutions, other like-minded organisations

### Company Overview

The Infants' Home Child and Family Services is a leading provider of high quality early childhood education and care, allied health and early intervention services for children and families. For almost 150 years the key focus of our work has been supporting families and children experiencing hardship or vulnerabilities to make a more positive future. As one of Australia's most established charitable organisations, The Infants' Home is embarking on an exciting new phase as we head towards our 150<sup>th</sup> year in 2024.

### Family Day Care Sydney Wide

The Infants' Home operates its Family Day Care (FDC) scheme – Family Day Care Sydney Wide - across Sydney including Inner West Sydney, Northern Beaches, Eastern Suburbs, South Sydney, Lower/Mid North Shore, St George, and the Blue Mountains. Experienced and registered early childhood Educators provide education and care for small groups of children aged from six weeks to 12 years in their home.

### Purpose/Key Objectives

The role of the Children's Services Manager (Family Day Care) is to ensure quality, compliance and performance of The Infants' Home's Family Day Care Sydney Wide service. The Children's Services Manager (Family Day Care) is responsible for:

- Overseeing the operations of the Family Day Care (FDC) scheme in accordance with all relevant legislation, funding and licensing requirements
- Monitoring compliance with regulations and drafting service policies
- Managing the financial aspects of the scheme including budgeting, billing and fee collection
- Leading and mentoring a team of FDC Educator Support Officers, including Administration staff
- Establishing robust work systems, procedures, processes and policies that drive optimum performance of people and resources within FDC
- Developing an employee orientated work culture that emphasises quality, continuous improvement, retention and high performance
- Recruiting, developing, and supporting FDC Educators
- Serving as a point of escalation to address FDC Educators and family concerns about service delivery
- Coordinating and implementing responses during emergency situations, ensuring safety and communication with relevant authorities, families and FDC Educators

As part of The Infants' Home's Leadership team, the Children's Services Manager (FDC) will actively contribute to strategic planning, project work and driving organisational culture.

## Responsibilities:

Key Activity	Accountability (How?)	Expected End Result (Why?)
<b>Service Management</b>	Ensures quality, compliance, and performance of Family Day Care Sydney Wide.	<ul style="list-style-type: none"> <li>• Serve as Nominated Supervisor for Family Day Care Sydney Wide.</li> <li>• Manage the Family Day Care (FDC) program in accordance with all relevant legislation, funding guidelines and The Infants' Home Child and Family Services requirements.</li> <li>• Maintain and grow a pool of FDC Educators.</li> <li>• Develop communications, support and training for Educators.</li> <li>• Ensure pedagogical leadership across the service to promote a culture of excellence and ethical practice.</li> <li>• Ensure quality service delivery for children and families enrolled in the service.</li> <li>• Establish and maintain relevant controls and feedback systems to monitor the operations of Family Day Care.</li> <li>• Develop and review an annual Work Plan, in line with the Strategic Plan that identifies service aims, objectives and performance indicators for future service planning.</li> <li>• Liaise with relevant State and Australian Government Departments to ensure that Funding and Licensing Guidelines are maintained.</li> <li>• Plan and implement systems that perform the work and fulfil the mission and the goals of the organisation efficiently and effectively.</li> <li>• Develop and maintain the necessary record keeping procedures and appropriate administrative systems.</li> <li>• Maintain links with relevant peak bodies, interagency and others to ensure best practice in quality service delivery.</li> <li>• Maintain currency of best practice and pedagogical leadership.</li> <li>• Undertaking Educator visits and assessments as required.</li> </ul>
<b>Team Management</b>	Ensures the optimal use of team members via the recruitment, training, development, and performance management of people capable of meeting the current and future needs of the business.	<ul style="list-style-type: none"> <li>• Effectively manage a team of Educator Support Officers and Administrative staff.</li> <li>• Plan and allocate resources to effectively staff and accomplish the work to meet productivity and goals.</li> <li>• A succession plan is developed and updated annually for the team, to ensure the current and future needs of the service are met.</li> <li>• Lead staff using a performance appraisal and development process that provides an overall context and framework to encourage employee contribution and includes SMART goal setting, feedback, and professional development/career planning</li> <li>• A performance culture is fostered by coaching, counselling and targeted feedback and development opportunities.</li> <li>• Staff are consulted and kept informed via formal/informal means.</li> <li>• Ensuring team procedures are documented and maintained.</li> <li>• Maintaining rosters and managing leave through Humanforce.</li> <li>• Hold regular team and one-on-one meetings</li> </ul>

Key Activity	Accountability (How?)	Expected End Result (Why?)
<b>Leadership</b>	Contribute to the effective leadership of the organisation.	<ul style="list-style-type: none"> <li>• Actively participate in operational and strategic planning processes.</li> <li>• Maintain a profile to ensure visibility and accessibility to employees across the organisation.</li> <li>• Mentor and support organisational staff committees.</li> <li>• Drive organisational culture in line with The Infants' Home's values.</li> <li>• Actively participate in Leadership, Management and Integration Management Meetings</li> <li>• Champions The Infants' Home values and helps create an environment where individuals are treated with care, trust and openness and where the rules of engagement are clear and fair.</li> <li>• Ensures work health and safety.</li> </ul>
<b>Risk Management</b>	Champions the risk management process and ensures The Infants' Home identifies, plans for and addresses risks.	<ul style="list-style-type: none"> <li>• Internal and external business risks are identified and acted upon in a timely manner.</li> <li>• Risk controls are developed and maintained – including all policies and procedures for area of responsibility in line with National Quality Standard and regulations.</li> <li>• Incidents reported and investigated in a timely manner.</li> <li>• Active management of all risk, incidents and risk controls under role ownership in CammsRisk software.</li> <li>• Contribute to the development and evaluation of organisational policies and procedures.</li> </ul>
<b>Financial Management</b>	Ensures financial obligations are met.	<ul style="list-style-type: none"> <li>• Preparation of budgets, making appropriate recommendations and manage service financial responsibilities within approved delegations</li> <li>• Manage the overall operational, budgetary, and financial responsibilities and activities of the program in consultation with the Chief Executive Officer and Chief Financial Officer.</li> <li>• Monitoring of performance against budget to ensure utilisation is met and costs are contained.</li> <li>• Review performance data that includes financial and activity reports spreadsheets to monitor and measure overall effectiveness and achievement of goals.</li> <li>• Assist in the development of grant applications and acquittals.</li> <li>• Ensure timely processing of Educator payments</li> <li>• Undertake business modelling to inform decision making</li> <li>• Annual objectives set and met.</li> </ul>
<b>Management Reporting and Analysis</b>	Provides timely, accurate and insightful reporting and analysis to leadership. Drives the identification and improvement of issues and opportunities.	<ul style="list-style-type: none"> <li>• Weekly, monthly, quarterly and annual reporting requirements are met in terms of quality and timeliness.</li> <li>• Insightful monthly reporting and analysis provided to Chief Executive Officer by 7<sup>th</sup> working day post month end.</li> <li>• Interpretation, advice and challenge provided to the organisation to drive improvement.</li> <li>• Prepare reports for Management and Board.</li> <li>• Present to the Board annually on areas of responsibility.</li> </ul>

## Professional Expectations

Key Activity	Expectations
<b>Professional Conduct</b>	<ul style="list-style-type: none"> <li>• Exercise due care, skill and judgement and act always in accord with applicable professional ethics, principles, legislation and standards</li> <li>• Be involved in regular performance appraisals and individual training plans</li> <li>• Work always within the guidelines of policies and procedures of The Infants' Home</li> <li>• Identify and attend relevant continuing education and professional Code of Conduct opportunities</li> <li>• Keep abreast of current research relating to inclusive and integrated practice within child and family services</li> <li>• Promote the understanding and application of diversity</li> </ul>
<b>Compliance and Organisational Requirements</b>	<p>Ensure activities within the area of responsibility comply with:</p> <ul style="list-style-type: none"> <li>• National law and regulations</li> <li>• Work Health and Safety legislation</li> <li>• National Quality Standards</li> <li>• Accounting Standards</li> <li>• Early Years Learning Framework</li> <li>• Child Protection Legislation</li> <li>• Fundraising Institute of Australia Code</li> <li>• The Infants' Home vision, mission, policies, procedures and strategic goals</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Follow policies and procedures to ensure compliance</li> <li>• Maintain a safe, healthy and clean environment</li> <li>• Identify hazards and take action to remove these hazards</li> <li>• Ensure that all Work Health and Safety requirements are met</li> <li>• Identify risks and report them in a timely manner</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Carry out all duties, responsibilities and specific tasks related to the role as well as specific duties allocated by the CEO</li> </ul>

**Essential Criteria**

- An ACECQA approved diploma or tertiary qualification in Early Childhood Education and Care
- A minimum of 24 months post qualification management experience in a family day care or children’s service setting
- Ability to manage, lead and mentor a team
- Experience in early childhood education and care service delivery, operations management of family day care preferred but not essential
- Extensive understanding of the National Quality Framework, including the National Quality Standards, the National Regulations and Early Years Learning Framework
- Experience delivering inclusive early childhood programs and working with children and families with additional needs including vulnerable situations and culturally diverse backgrounds
- Passionate about early childhood education and care
- Strong capability to draft polices and procedure in accordance with industry changes as required
- Exceptional communications skills, both written and verbal
- Advanced people management skills including ability to provide feedback and develop collaborative working relationships.
- Problem solving and decision-making skills
- Proficiency in the use of technology (prior experience with Harmony, FDSEE or similar desirable)
- Strong time management, organisation and delegation skills
- Business acumen, profit and loss and financial understanding
- Knowledge of, or ability to acquire knowledge of, risk and compliance management
- Knowledge of State and Australian Government Licensing and Regulations
- Knowledge and understanding of Child Protection responsibilities
- Approved Child Protection Training
- Current NSW Drivers Licence and use of own suitable vehicle
- Willingness to travel between different suburbs/regions as required
- Recent National Criminal History Check Clearance (less than 6 months old)
- Current NSW Working with Children Check
- Provider Digital Access (PRODA) RA Number
- High level leadership and interpersonal skills
- Leadership, judgment, results orientation and empathy

Please note, all employees at The Infants’ Home are required to have unrestricted working rights in Australia and up-to-date vaccination against COVID-19, unless medically exempted.

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I have read and agree to undertake the duties as outlined:

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Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_