

POSITION DESCRIPTION

Position Title	Child and Family Support Services Manager
Department	Child and Family Support Services
Date	March 2024
Reporting To	CEO
Direct Reports	Managers of Postnatal Services, Allied Health/Early Intervention and Wellbeing Hub, and Playgroup programs
Internal Liaisons	Children's Services Manager, Leadership Team, Board, staff
External Liaisons	Peak Associations, Government departments, Regulatory bodies, Tertiary Institutions, Sector 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. 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 has been providing child and family services for 150 years.

Purpose/Key Objectives

The Infants' Home provides a range of services to support children and families in our community, including a postnatal home visiting program, an early intervention and wellbeing hub, supported playgroups and parent capacity building programs.

The Child and Family Support Services Manager is responsible for:

- Managing the operations of community programs in accordance with all relevant legislation and funding requirements.
- Optimising operations and addressing service delivery gaps.
- Ensuring compliance with NDIS standards and best practice in early intervention.
- Establishing robust work systems, procedures, processes, and policies that drive optimum performance of people and resources.
- Ensuring clients receive excellent service through clinical operations.
- Implementing high level change management and conflict resolution practices.
- Overseeing day-to-day allied health/hub, nursing, and playgroup operations, ensuring clinical governance and adherence to best practice.
- Fostering productive relationships and partnerships with relevant stakeholders.
- Leading diverse teams and developing a productive work culture that emphasises quality service delivery, continuous improvement, staff retention, and high performance.
- Ensuring that all performance and reporting requirements as specified by various funding agreements and budgets are met.
- Working closely with the Children's Services Manager to support the implementation of the Response to Intervention (RTI) model in early childhood services.

As part of The Infants' Home's Leadership team, the Child and Family Support Services Manager will actively contribute to strategic planning, project work and driving organisational culture.

Responsibilities

Key Activity	Accountability (How?)	Expected End Result (Why?)
Operations Management	Ensures quality, compliance, and performance of The Infants' Home's community programs	<ul style="list-style-type: none"> • Manage programs in accordance with all relevant legislation, funding guidelines and organisational requirements. • Develop, implement, and review an annual Work Plan (in line with the Strategic Plan) for all community programs which reaches and impacts more children in more ways. • Establish and maintain relevant controls and feedback systems to monitor the operations of programs. • Develop and maintain the necessary record keeping procedures and appropriate administrative systems. • Manage and expand relationships with relevant peak bodies, interagency and community partners to ensure best practice in quality service delivery. • Seek and build opportunities for community partnerships. • Evaluate the effectiveness of programs through data collection, analysis and reporting and contribute to social impact reporting. • Work with Communications and Philanthropy team to explore funding opportunities, marketing of programs and grant applications and acquittals.
	Allied Health / Early Intervention and Wellbeing Hub	<ul style="list-style-type: none"> • Work with Children's Services Manager to ensure scheduling of Allied Health staff supports the implementation of the RTI model in ECEC. • Roster Allied Health therapists in Hub to ensure KPIs (billable hours) are met. • Monitor service delivery standards, continuously identifying areas for improvement, and implement appropriate strategies to enhance the quality of services provided. • Identify areas for growth to build client numbers and service offerings. • Ensure compliance with requirements of NDIS registration. • Regular and timely reporting requirements to NDIS Quality and Safeguards Commission.
	Postnatal Services Management	<ul style="list-style-type: none"> • Oversee postnatal health services program and support Postnatal Services Manager to manage and expand the service in line with funding and community needs. • Ensure funding agreement requirements are met.
	Community Playgroups	<ul style="list-style-type: none"> • Oversee the planning and evaluation of the educational program for each individual playgroup responding to each unique community group and participants. • Manage and expand community playgroups to ensure consistent, high quality integrated early intervention.
	Parenting Programs	<ul style="list-style-type: none"> • Oversee the development, delivery, and evaluation of parent capacity building programs. • Liaise with internal facilitators and third-party providers to develop an annual training calendar. • Explore opportunities to deliver parenting programs via partnerships with third parties.

Responsibilities

Key Activity	Accountability (How?)	Expected End Result (Why?)
People Management	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"> Effectively support the program managers and their teams. Plan and allocate staffing resources, maintain rosters, and manage leave through Humanforce. Contribute to succession planning to ensure the current and future needs of the service are met. Ensure supervision needs of allied health/health staff are met. 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. Foster a culture of performance through coaching, counselling and targeted feedback and development opportunities. Ensure team procedures are documented and maintained. Hold regular team and one-on-one meetings. Actively participate in Leadership, Management, and Integration Management Meetings. Champion The Infants' Home values and help create an environment where individuals are treated with care, trust, and openness and where the rules of engagement are clear and fair. Ensure work health and safety.
Risk Management	Champions the risk management process and ensures The Infants' Home identifies, plans for and addresses risks.	<ul style="list-style-type: none"> Internal and external business risks are identified and acted upon in a timely manner. Risk controls are developed and maintained – including all policies and procedures for area of responsibility in line with National Quality Standard and regulations. Incidents reported and investigated in a timely manner. Active management of all risk, incidents, and risk controls under role ownership in CammsRisk software. Contribute to the development and evaluation of organisational policies and procedures.
Financial Management	Ensures financial obligations are met.	<ul style="list-style-type: none"> Preparation of budgets, making appropriate recommendations and manage service financial responsibilities within approved delegations. Manage the overall operational, budgetary, and financial responsibilities and activities of the program in consultation with the Chief Executive Officer and Chief Financial Officer. Monitoring of performance against budget to ensure utilisation is met and costs are contained. Review performance data that includes financial and activity reports spreadsheets to monitor and measure overall effectiveness and achievement of goals. Assist in the development of grant applications and acquittals. Undertake business modelling to inform decision-making. Annual objectives set and met.
Management Reporting and Analysis	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"> Regular and ad hoc reporting requirements are met in terms of quality and timeliness. Insightful monthly reporting and analysis is provided to Chief Executive Officer in accordance with deadlines. Reports prepared for Management and Board as required.

Professional Expectations

Key Activity	Expectations
Professional Conduct	<ul style="list-style-type: none"> • Exercise due care, skill and judgement and act always in accord with applicable professional ethics, principles, legislation, and standards. • Be involved in regular performance appraisals and individual training plans. • Always work in accordance with the policies and procedures of The Infants' Home. • Identify and attend relevant continuing education and professional Code of Conduct opportunities. • Keep abreast of current research relating to early intervention and best practice. • Demonstrate cultural competence.
Compliance and Organisational Requirements	<p>Ensure activities within the area of responsibility comply with:</p> <ul style="list-style-type: none"> • National law and regulations • Work Health and Safety legislation • National Quality Standards • Accounting Standards • Child Protection Legislation • NDIS Practice Guidelines and NDIS Code of Conduct • Fundraising Institute of Australia Code • Fair Work Act 2009 • The Infants' Home vision, mission, policies, procedures, and strategic goals
Work Health and Safety Management	<ul style="list-style-type: none"> • Follow policies and procedures to ensure compliance. • Maintain a safe, healthy, and clean environment. • Identify hazards and take action to remove these hazards. • Ensure that all Work Health and Safety requirements are met. • Identify risks and report them in a timely manner.
Other Duties	<ul style="list-style-type: none"> • Carry out all duties, responsibilities and specific tasks related to the role as well as specific duties allocated by the CEO.

Selection Criteria

- Degree qualifications in a relevant field (early intervention, disability, health management).
- A minimum of three years post-qualification experience in NDIS, health, or clinical service delivery.
- Proven experience in managing the delivery of clinical services.
- Strong knowledge of the National Disability Insurance Scheme and best practice in early intervention.
- Knowledge of, or ability to acquire knowledge of, early child development.
- Knowledge of child safety principles and safeguarding requirements.
- Exceptional written communications skills - including the ability to write policies and procedures, correspondence, and communiques to stakeholders.
- Exceptional verbal communications skills - including the ability to deliver presentations, network, chair meetings and interact with a diverse range of stakeholders.
- Strong interpersonal skills with high emotional intelligence, integrity, and initiative.
- Advanced people management skills including ability to develop staff, provide feedback, resolve conflict, delegate, and empower team members.
- Proficient in the use of technology (prior experience with PracSuite or similar desirable)
- Strong time management, organisation, and delegation skills.
- Knowledge of, or ability to acquire knowledge of, risk and compliance management.
- Business acumen with experience in budget management.
- Recent National Criminal History Check Clearance (less than 6 months old)
- Current and valid NDIS Worker Screening Check
- Provider Digital Access (PRODA) RA Number

Please note, all employees at The Infants' Home are required to have unrestricted working rights in Australia, a valid NSW Working with Children Check, and up-to-date vaccination against COVID-19, unless medically exempted.

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

Name

Signature

Date