

POSITION DESCRIPTION

Position Title	Family Day Care Manager
Department	Children's Services
Date	January 2026
Reporting To	Head of Children's Services
Direct Reports	Educator Support Officers Family Day Care Administration Staff
Internal Liaisons	All staff, Managers, Board
External Liaisons	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 over 150 years the key focus of our work has been supporting families and children experiencing hardship or vulnerabilities to make a more positive future.

Program Overview

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 Family Day Care Manager ensures the quality, compliance, and performance of The Infants' Home's Family Day Care Sydney Wide service. The Family Day Care Manager is responsible for:

- Managing the operations of the Family Day Care (FDC) scheme in accordance with all relevant legislation, funding, and licensing requirements.
- Monitoring and developing systems to ensure compliance with regulations.
- Overseeing the financial aspects of the scheme including budgeting, billing, and fee collection.
- Leading and mentoring a team of FDC Educator Support Officers and 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 management team, the Family Day Care Manager will actively contribute to strategic planning, project work and driving organisational culture.

Responsibilities:

Key Activity	Accountability (How?)	Expected End Result (Why?)
Service Management	Ensures quality, compliance, and performance of Family Day Care Sydney Wide.	<ul style="list-style-type: none"> • Serve as Nominated Supervisor for Family Day Care Sydney Wide. • Manage the Family Day Care (FDC) program in accordance with all relevant legislation, funding guidelines and The Infants' Home Child and Family Services requirements. • Maintain and grow a pool of FDC Educators. • Develop communications, support and training for Educators. • Ensure pedagogical leadership across the service to promote a culture of excellence and ethical practice. • Ensure quality service delivery for children and families enrolled in the service. • Establish and maintain relevant controls and feedback systems to monitor the operations of Family Day Care. • 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. • Liaise with relevant State and Australian Government Departments to ensure that Funding and Licensing requirements are maintained. • Develop and maintain the necessary record keeping procedures and appropriate administrative systems. • Maintain links with relevant peak bodies, interagency and others to ensure best practice in quality service delivery. • Maintain currency of best practice and pedagogical leadership. • Undertake Educator visits and assessments as required.
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 manage a team of Educator Support Officers and Administrative staff. • Plan and allocate staffing resources to accomplish the team's work. • Contribute to succession planning to ensure the current and future needs of the service 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 • Fostered a culture of performance through coaching, counselling and targeted feedback and development opportunities. • Ensure staff are consulted and kept informed via formal/informal means. • Ensure team procedures are documented and maintained. • Maintain rosters and manage leave through Humanforce. • Hold regular team and one-on-one meetings. • Actively participate in 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.

Key Activity	Accountability (How?)	Expected End Result (Why?)
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"> Work with the Head of Children's Services and the Finance team to: <ul style="list-style-type: none"> Prepare program budgets. Monitor performance against budget. Assist in business modelling to inform decision making. Assist in the development of grant applications and acquittals.
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 Work always within the guidelines of 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 inclusive and integrated practice within child and family services Promote the understanding and application of diversity
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 Early Years Learning Framework and School Age Care Learning Framework Child Protection Legislation 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

- An ACECQA approved qualification in Early Childhood Education and Care.
- A minimum of 24 months post qualification experience in early childhood service delivery.
- Experience delivering inclusive early childhood programs and working with children and families with additional needs including vulnerable situations and culturally diverse backgrounds.
- Comprehensive understanding of the National Quality Standard, regulations, and approved learning frameworks.
- Knowledge of child safety principles, including but not limited to, child safe standards and child protection training requirements.
- Exceptional written communications skills - including the ability to write policies and procedures, correspondence, and communiqus 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.
- 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 Harmony, FDSEE or similar desirable)
- Strong time management, organisation, and delegation skills.
- Knowledge of, or ability to acquire knowledge of, risk and compliance management.
- Current NSW Drivers Licence, use of own suitable vehicle and willingness to travel between different suburbs/regions as required.
- Recent National Criminal History Check Clearance (less than 6 months old)
- Provider Digital Access (PRODA) RA Number

Please note, all employees at The Infants' Home are required to have unrestricted working rights in Australia and a current NSW Working with Children Check.

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

Name

Signature

Date