



bestchance is the operating name of Child & Family Care Network Inc.

POSITION DESCRIPTION

Position Title: Children's Services Manager

Reporting to: Deputy CEO / Client Services Manager

Location: bestchance Children's Centre

Date: December 2009

Purpose:

To further develop and manage bestchance children's services in a way that positively contributes to the organisation's achievement of its vision to be recognised as a leader in the early childhood field.

Objectives:

- To manage the service so that it effectively and economically provides high quality care responsive to the changing needs of children and their families and meeting all applicable statutory and regulatory requirements.
- To lead staff in the development of creative and innovative programming that excites children in their development and learning and engages families.
- To manage and operate children's services as part of an integrated range of early childhood services within the bestchance Children's Centre, in cooperation with a multi-disciplinary team of early childhood and family services professionals.
- To continuously develop and motivate staff to ensure that the services are conducted in a secure, nurturing and caring environment for children and families and that there are positive and productive working relationships that support the achievement of the organisation's vision.

Responsibilities / Key Tasks:

Coordination & Administration:

1. Act as the Primary Nominee for the Children's Centre and undertake all statutory and regulatory responsibilities associated with that role.
2. Coordinate with the Deputy CEO / Client Services Manager to ensure that the service fully complies with the conditions of its License under the Children's Services Act and Regulations and fully meets service delivery and accountability obligations as prescribed by the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs.

3. Manage all aspects of the service to optimise enrolments and net revenue in accordance with agreed enrolment policies and procedures, utilising administrative support staff to maintain enrolment and fees records.
4. Manage the operational and financial performance of the service with consideration of the organisation's charter as a charity supporting families with additional needs, accessing special funding sources to then ensure that the service is resourced to deliver high quality childcare meeting the needs of all users.
5. Liaise with other Children's Centre programs to ensure that the staff and resources of the Centre are fully utilised in an integrated manner to best meet the needs of individual children and families.
6. Maintain relationships and liaise with relevant early childhood support services and other professional services and organisations within the community as appropriate.
7. Actively support the ongoing development of the Centre's Quality Assurance framework and ensure that the service delivery is of a high quality at all times.

Children and Families:

8. Lead the development and implementation of exciting and engaging program concepts based on current, innovative early childhood care and education research and practice, meeting the individual needs of families using the service and ensuring that such programs are updated and displayed at all times.
9. Provide a healthy, safe and welcoming environment, maintaining in collaboration with other staff members, an attractive and welcoming setting.
10. Ensure that new families are appropriately orientated to the service, support parents and be available to discuss the child's participation within the program.
11. Actively encourage, as appropriate, parent participation in the Centre.
12. Encourage participation in, and convene regular meetings of, the parent reference group.
13. Provide ongoing guidance and support of the role of parents and carers, ensuring that messages from staff are consistent with the Centre's vision.

Staff and Volunteers:

14. Supervise and support all Children's centre staff in carrying out their roles, and facilitate the professional development of the team through regular staff meetings, effective communication, training and staff involvement in decision making where appropriate.
15. Provide leadership and motivate staff to achieve service goals and objectives, resolving staff conflict and concerns should these arise and acting as a first point of contact should disputes arise between staff.
16. Facilitate effective communication with multi-disciplinary staff from other programs to ensure the provision of integrated services in accordance with the Children's Centre operating philosophy.
17. Plan and facilitate regular staff meetings to encourage staff involvement, contribution of ideas and suggestions to improve the quality of services.
18. Implement training and personnel practices that are consistent with the **bestchance** Code of Conduct, policies and procedures and compliant with equal opportunity, anti-discrimination and occupational health and safety regulations and good practice.
19. Monitor and evaluate staff performance on an ongoing basis and complete annual reviews in accordance with the organisation's policies and procedures.
20. Coordinate and support volunteers working in the service.

General:

21. Prepare periodic reports for the organisation's Executive and Committee of Management and participate in management and senior staff meetings as required.

22. When the need is evident or as directed, undertake additional duties and/or provide assistance to other staff consistent with the role previously described.

In conclusion:

You will play a key leadership role in our dynamic organisation where your contribution will be greatly appreciated and you will enjoy a family friendly environment with a competitive salary.

You will be part of a committed and enthusiastic multi-disciplinary team across a range of diverse programs which will further enhance your skills through generous opportunities of professional development.

Selection Criteria:

- Degree/Diploma in childcare with a minimum of 3 years experience in management of an early childhood setting
- Extensive knowledge of Children's Services Regulations and of the Accreditation processes and Quality Areas
- Excellent professional written and verbal communication
- Highly developed time management skills as well as the ability to multi-task and prioritise
- Demonstrated ability to lead, motivate, mentor, educate and guide staff
- Demonstrated ability to work with a multi-disciplinary team
- Extensive experience working with children and families from a range of backgrounds
- Proven ability to implement creative and innovative programming
- Demonstrated understanding of the principles of inclusion and family centred practice
- Genuine passion for childcare and a desire to create an inspiring environment for children, families and staff

Children's Centre information:

bestchance Child Family Care is the operator of the **bestchance** Children's Centre, a state of the art Children's Hub offering a variety of services including Long Day Care, Sessional Care, Kindergarten, Early Childhood Intervention, Playgroups and community space for support agencies and parenting courses.

The Centre was developed to be a leader in early childhood services and is committed to delivering high quality but economically sustainable programs that are practical, reliable and responsive to the life issues of families. Its philosophy is to ensure that programs are based on the latest research and are developmentally appropriate, catering for the individual developmental needs and interests of the children whose families utilise the services.

The Centre's design incorporates environmentally sustainable and water-wise concepts. It is a place where families can come together to learn, be listened to and to interact in a warm positive environment that meets the needs of the community.

Please see www.bestchance.org.au for further information about **bestchance** Child Family Care.