

POSITION DESCRIPTION



Title:	Early Childhood Education – Service Leader
Position Number:	AD15
Classification:	Band 5
Directorate:	Healthy Communities and Liveability
Department:	Early Years Operations and Reform
Award:	Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001
Incumbent:	Vacant

ORGANISATIONAL RELATIONSHIPS

Reports to:	Coordinator – Children’s Services
Direct Reports:	▪ Early Childhood – Second in Charge ▪ Early Childhood Educator – Diploma ▪ Early Childhood Educator – Certificate III ▪ Administration Officer – Long Day Care ▪ Food Safety Supervisor
Primary Internal Relationships:	▪ Manager – Early Years Operations and Reform ▪ Director – Healthy Communities and Liveability ▪ Chief Executive Officer ▪ Executive Leadership Team ▪ Responsible Managers ▪ All educators ▪ Children’s Services Centre Staff
Primary External Relationships:	▪ Parents/Service Users ▪ General Public ▪ Relevant Professionals

POSITION OBJECTIVES

This role is pivotal in ensuring the development, implementation and maintenance of a high quality education and care program for 0-6 year old children, in whom the rights and best interests of the child are paramount, whilst working collaboratively with the service team, families and the community. The importance of the role of Service Leader Childcare to Council is ensuring a consistent approach to education in our Children’s Services and to meet all regulatory requirements in accordance with the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011. The Service Leader supports our council community in ensuring the provision of high quality children’s services.

KEY SELECTION CRITERIA

- Ability to provide for the provision of a high quality education and care program for 0-6 year old children in which the rights and best interests of the child are paramount, children are seen as successful, competent and capable learners and equity, inclusion and diversity are promoted and valued.
- Ability to provide a stimulating and secure environment for all children attending Greater Shepparton City Council Children’s Services.

- Ability to assess, plan, implement and review a program that is flexible and responsive to the needs of children and families utilising Greater Shepparton City Council Children's Services.
- Ensure the efficient, effective functioning of the service, which meets the requirements of the regulatory and funding bodies and is responsive to changing needs and trends
- Ability to manage the service effectively by ensuring educators demonstrate the highest level of professionalism, allocating resources, ensuring a safe, caring and learning environment for the children and liaising effectively with educators, families and community.

KEY RESPONSIBILITY AREAS

- The development and implementation of a quality program for children, worked in accordance with, the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011 Children's Services Regulations, Quality Improvement systems, Council's policies and procedures and service philosophy, goals and objectives
- Ensuring curriculum decision making and documentation, contributes to each child's learning and development outcomes in relation to children having a strong sense of identity, connecting and contributing to their world, a strong sense of wellbeing, confident and involved learners and effective communicators, and that it is inclusive, culturally sensitive, promotes secure and respectful relationships and operates in accordance with regulations, funding criteria and management body.
- Ensure a comprehensive process of reflection, self-assessment and evaluation of service programs and systems.
- Providing a role model for educators by demonstrating a high level of interpersonal and professional skills and to ensure service educators work collaboratively as a service team and affirm, challenge, support and learn from each other to further develop their skills, to improve practice, and relationships.
- Supervising, supporting and assessing educators and undertaking educator reviews as required on a regular basis
- Managing service resources within budget, including the maintenance of building and equipment.
- Participating in the Early Childhood Educators networks to progress the continuous improvement of services.
- Ensure processes to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
- Ensure respectful supportive relationships with families are developed and maintained in regard to issues relating to their children, the program, service policies and procedures.
- Establish links with relevant community and support agencies are established and maintained.
- Attending and contributing to parent/community meetings in an ex-officio capacity.
- Providing for the emotional wellbeing of children by ensuring interactions are respectful, effective, age appropriate, positive, inclusive, interactive and meet the developmental needs of the individual child.
- Providing for the physical well being of all children including nutrition, rest, comfort, and hygiene and infection control.
- In the role or support of the Educational Leader, ensuring the adoption of best practice
- Being responsible for the overall operation of the service, including children, families, programs and liaison with Greater Shepparton City Council.
- Being responsible for and participating in the promotion and marketing of the service to the community.
- Ensure the environment is inclusive, promotes competence, independent exploration and learning through play.

Regulations and Policy

- Assist in the preparation of submissions for funding, liaise and negotiate with funding bodies regarding program grants/funds pertaining to the service and provide accountability reports and data as required.
- In consultation with the Coordinator Children's Services, Team Leader - Children's Services and seeking feedback from all stake holders, regularly review and source the development, implementation and monitoring of operational policies and procedures for the service including achievement and ongoing monitoring of accreditation.
- Ensure adherence to and implementation of service Food Safety Plan as per requirements of Food Safety Standards.

Marketing

- Maintain a positive Council and public relations image.
- Assist in the provision of resources and information as required by parents and educator to facilitate the integration of children with additional needs into Children's Services in a manner which responds appropriately to individual needs.
- Promote and support the concept of integration of Early Years Services.
- Participate in and initiate coordinated community education and promotion activities to ensure services and resources are used to achieve maximum utilisation.

- Maintain, in collaboration with other Educator members, an attractive and welcoming service.
- Undertake various other duties as necessary or directed to from time to time.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is accountable for:

- Adherence to all relevant provisions of Food Safety Standards.
- Achievement of agreed, specified performance objectives for the position.
- Effective implementation of relevant work programs.
- Adoption and implementation of safe working practices and procedures.
- Adherence to all relevant Council policies and procedures.
- Adherence to all relevant provisions of applicable Acts and regulations.

This position has the authority to:

- Subject to and within the framework of the provisions of relevant legislation and statutory requirements and Council's policies and procedures, the incumbent has the authority to carry out the duties and responsibilities of the position in accordance with established procedures, business rules and standards.

Judgement and Decision Making

- Advising management about issues, which need specialist attention.
- Use of resources.
- Selection of safe work practices and procedures as appropriate and relevant to the job.
- Resolving issues as they arise.

Multiskilling and additional duties

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not result in a narrowing of the employee's skill base.

SKILLS AND KNOWLEDGE

Specialist Skills and Knowledge

Educator Supervision and Development

- Maintaining confidentiality in issues relating to children, parents, and Educators.
- Relieving Educators and participating in contact hours as required to ensure correct child/Educators ratio is maintained
- Consulting and liaising with the Early Childhood Service Coordinator, Team Leader and Children's and Youth Services Manager, Educators and Service Leaders and other centres to ensure collaboration and the sharing of resources, and coordination of services.
- Liaising with relevant early childhood support services and other professional organisations within the community and the early childhood field.
- Providing effective supervision of relevant Educators, students and volunteers and be responsible for planning and implementation of Educators rosters.
- Organising time efficiently, set priorities, plan and organise one's own work and effectively delegate relevant tasks.
- Reviewing on an ongoing basis, the quality of the centre's programs according to developmental needs of children, the daily operations of the Centre, including the physical environment and in consultation with other Educators, implement changes as necessary.
- In conjunction with the Coordinator Children's Services, Team Leader and Manager Early Years, ensuring Educators have access to training and professional development opportunities which enhance their skills in providing quality services.
- Participating in the recruitment and/or dismissal of Educators.
- Organising Educators meetings to consult with Educators and to discuss centre issues, procedures, forward planning etc.
- Ensuring that Educators complete all aspects of their duties as outlined in this position description.
- Ensuring the Educators and service adhere to and implement Council policies and procedures.
- Supervising, supporting and assessing Educators and undertaking Educators appraisals on a regular basis.
- Financial accountability by:
 - Providing information for budget preparation. Ensuring utilisation and audit reports are submitted in a timely fashion to ensure funding is allocated to the service.

- Monitoring expenditure and report as required.
- Ensuring information is provided for accurate accounting.
- Ensuring service operation is within the annual budget allocation.
- Developing and maintaining an effective administrative system for the service including the timely collection and follow up of unpaid fees
- Developing and maintaining an effective administrative system for the service including the timely collection, processing and follow up of timesheets.
- Maintaining the service asset register.

Administration effectiveness by:

- Ensuring relevant information pertaining to the effective operation of the service is provided in a timely manner.
- Ensuring administrative and data collection tasks are undertaken to support service operation and improvement and are in accordance with the Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011 and Children's Services Regulations 2009 and Children's Services Act 2009 (as amended) and National Quality Framework.
- Ensuring the administration of Childcare Benefit (CCB) and parent fees occurs in a timely and satisfactory manner and be responsible for enrolments and record management.
- Ensuring adherence to and implementation of Quality Assurance as per the Accreditation standards set down by the National Childcare Accreditation Council.
- Maintaining the required developmental records of children, programs and planning schedules as specified by the regulations/funding criteria and service policy.
- Providing rostered Educators contact time each week: the number of hours to be determined by number of current Educators in consultation with the Coordinator children's Services, Team Leader - Children's Services and in line with National Standards and Quality Improvement Frameworks.
- Liaising with and supporting families and members of the community by assisting them in their understanding of the philosophy of the service and wider early childhood issues such as child development, behaviour management and health matters.
- Consult and liaise with the Coordinator Children's Services, Team Leader - Children's Services Educators and Coordinators from other services to ensure collaboration and the sharing of resources, and coordination of services.
- Preparing timely reports from the service waiting list to ensure maximum utilisation rates are maintained.
- Preparing timely reports for the Victorian/Federal government as required.
- Ensuring service resources meet licensing requirements, regulation and needs of the children.
- Organise time efficiently, set priorities, plan and organise one's own work and effectively delegate relevant tasks.
- Ensuring that supplies of daily consumables and equipment are maintained.
- Attending and contributing towards Service Leader meetings regularly.
- Responding quickly and effectively to emergency and safety issues in the service.
- Ensuring the building and equipment are maintained.
- Maintain confidentiality in issues relating to children, parents and Educators.
- Ensuring that communication in all its forms is timely, courteous and professional.
- Attending meetings and make recommendations on the provision of Children's services within the service's operations to ensure maximum efficiency and effectiveness and provide relevant information and feedback back to Educators and service users.
- Regularly consulting and communicating with her/his Manager, team members, other Educators and service coordinators, contractors, clients and customers, residents and ratepayers as required.

Interpersonal Skills

- Strong customer service skills and experience and problem solving skills relevant to the position.
- Sound communication skills – both oral and written, appropriate for the position.
- Motivation to succeed in a competitive environment.
- Ability to work effectively and successfully with a wide range of people from diverse backgrounds and groups.
- A combination of skills, qualifications and experience and personal attributes to enable her/him to effectively fulfil the requirements of the position.
- Willingness to commit to further training and development as required.
- Ability to provide a model for Educators in demonstrating a high level of interpersonal skills.

- Strong negotiation, mediation and conflict resolution skills.
- The ability to lead Educators and provide an environment that will motivate and foster mutual respect.
- Understanding of and ability to maintain confidentiality and its relevance to the childcare industry.
- Ability to gain effective participation, contribution and cooperation from all team members.
- Ability to admit mistakes, learn from them and move forward.
- A tolerant attitude that ensures non-discriminatory service provision and team work to colleagues and clients regardless of their; race, gender, age, sexuality, religion or disability.

QUALIFICATIONS AND EXPERIENCE

- The skills/qualifications experience relevant to the position as recognised by Department of Education and Early Childhood Development in accordance with Education and Care Services National Law Act 2010 and Education and Care Services National Regulations 2011 and Children's Services Regulations 2009 and Children's Services Act 2009 (as amended). Minimum Diploma Children's Services.
- Willingness to obtain the Supervisors Certificate in accordance to Section 111, Education and Care Services National Law Act 2010.
- Demonstrated ability to develop and implement detailed developmental programs for 0-12 year olds.
- Demonstrated ability to consult effectively with educators and parents.
- Demonstrated ability to manage educators effectively.
- Demonstrated understanding of Equal Employment Opportunities and Occupational Health and Safety policies and principles.

OTHER INFORMATION

It is a prerequisite of this position that the incumbent holds and maintains a current:

- Working with Children Check
- Provide First Aid in a Childcare Setting
- Annual CPR.
- Foundations of Child Safety Training

The tasks required of this position have been identified by Greater Shepparton City Council's Safety Management System as being at risk of contracting a vaccine-preventable disease. It is recommended that the incumbent be vaccinated against the following:

- Hepatitis A & Hepatitis B
- Whooping Cough
- Measles/Mumps/Rubella (MMR)
- Chicken Pox.

LEGISLATION

As a Council officer the incumbent is required to be aware of and adhere to the following acts, regulations and codes (as replaced from time to time):

- Local Government Act 2020
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 2010
- Greater Shepparton City Council – Employees Code of Conduct

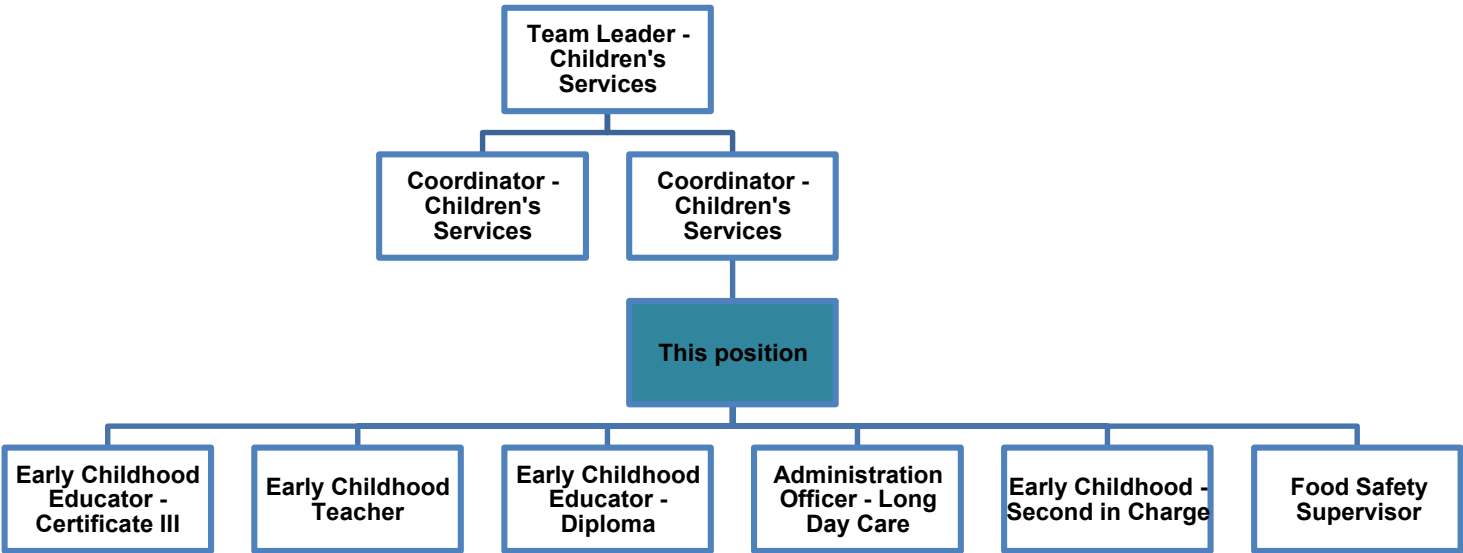
This is not an exhaustive list and individual roles may have responsibilities under other forms of legislation.

ORGANISATIONAL CONTEXT

Departmental Overview

The Early Years Operations and Reform Department delivers a broad and diverse range of strategic planning, services, activities and programs aimed at supporting engagement and inclusion children and families in our community.

This Department delivers Long Day Care, Kindergarten, Pre- kindergarten, Occasional Care, Playgroup, Maternal and Child Health and Best Start initiatives. All programs support education and care, access and inclusion, community connectedness, fosters Aboriginal and Torres Strait Islander engagement, embraces cultural development and better outcomes for children and families.



Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.



We are attentive, listen to others and consider all points of view in our decision making.



We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.



We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.



We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.



We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.



As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.

SHARED ORGANISATIONAL RESPONSIBILITIES

Occupational Health and Safety

All employees are responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Taking reasonable care for their own safety and that of others at work.
- Obey all instructions from their supervisors to protect their own personal health and safety and that of others.
- Actively participate in OH&S training and awareness programs.
- Follow and encourage work group adherence to safe working procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Using safety devices and PPE correctly and when required.
- Reporting any incidents, near misses or safety hazards to supervisors, management or HSR's.
- Ensuring that they do not endanger any other person through any act or omission at work.
- Ensuring they are not affected by the consumption of alcohol or other drugs, illness or fatigue or endanger their safety or that of others.
- Actively participate in work group OH&S activities such as toolbox sessions.

Customer Service

Our customers are persons or organisations that use or needs a services provided by Greater Shepparton City Council.

We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with Council objectives and statutory obligations.

Greater Shepparton City Council recognises customer service as a whole of Council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice.
- Listening to and understanding our customer needs.
- Developing skilled and motivated staff.
- Strengthening relationships between staff and the customer.
- Ongoing evaluation reporting and continuous improvement.

Recordkeeping

As an employee of the Victorian Public Service Sector, you have a statutory obligation to maintain the confidentiality, integrity and availability of public sector information. It is your responsibility to ensure you are fully aware of the recordkeeping responsibilities detailed in the Greater Shepparton City Council's Records and Information Management Policy, Framework and associated procedures. It is a requirement for all staff to create, capture and protect the full and accurate records of all work related decisions and activities into relevant approved corporate systems.

Emergency Management

Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act (1986 & 2013) and it is a core function of Council business.

The incumbent may, at times be asked to assist in Council's emergency management operations, within reason.

Risk Management

All employees are to:

- Understand the principles and purpose of Risk Management and the associated framework activities.
- Understand all the risks associated with their activities and assist their Manager/Team Leader in the identification and management of risks.

Child Safety

Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

INHERENT PHYSICAL AND COGNITIVE REQUIREMENTS

The frequency of the physical and psychosocial demands required of the position are defined as:

Never (N)	Does not occur
Rarely (R)	May occur but does not occur daily or weekly. (1% - 5% of the time spent)
Occasionally (O)	Does occur, time is set aside to perform this activity. (6% - 33% of the time spent)
Frequently (F)	Occurs daily or takes up a large percentage of the day. (34% - 66% of the time spent)
Constantly (C)	Primary activity for this position. (67% - 100% of the time spent)

	N	R	O	F	C
Work Environment					
Indoors					X
Outdoors					X
Slippery Surfaces				X	
Uneven ground/Sloped areas				X	
Work in isolation	X				
Work in confined spaces	X				
Work at heights	X				
Work in dusty/fumes/foul smells		X			
Exposure to loud noises requiring hearing protection	X				
Exposure to personal waste					X
Body Posture					
Standing					X
Sitting				X	
Squatting/Crouching					X
Kneeling					X
Twisting				X	
Bending					X
Manual Handling					
Reaching or working overhead (above shoulder)				X	
Reaching forward				X	
Gripping/fine motor movement					X
Pushing/restraining					X
Driving a vehicle		X			
Lifting floor to waist					X
Lifting waist to overhead			X		
Lifting from a truck/trailer	X				
Lifting 0 - <5kg					X
Lifting 5 - <10kg					X
Lifting 10 - <15kg					X
Lifting 15kg+	X				
Carrying awkward loads					X
Climb steps/stairs/ladder		X			
Exposure to vibration	X				
Psychosocial					
Give direction to others					X
Dealing with aggressive customers			X		
Dealing with upset customers			X		
Supporting dependent persons					X

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	N	R	O	F	C
Cognitive					
Written communication					X
Verbal communication					X
Comply with legislation					X
Problem solve					X
Reason/make sense of things					X
Make critical decisions					X
Ensure accuracy/details					X
Remember names/details					X
Show creativity					X
Examine/observe others					X
Work quickly					X
Concentrate amid distractions					X

ACCEPTANCE AND AUTHORISATION

Employee

I have read and understand the requirements and expectations of the Position Description. I agree that I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the key responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Name: _____

Signature: _____

Date: _____

Authorising Officer

By signing below the Authorising Officer indicates their agreement with and approval of the position description.

Authorising Officer Name: _____

Position: _____

Signature: _____

Date: _____