

POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Children Services Manager	Designation and Classification Level	Level 8
Position No	1067	Division	Council Services and Community Engagement
Business Unit	Community Engagement	Reports To	Programs Manager
Location	Katherine	Date Created	March 2023
2. POSITION CONTEXT			
Position Summary/ Purpose	<p>As an integral member of Council Services and Engagement team, the Children Services Manager contributes to ensuring that the School Nutrition Projects (SNP), Crèche and Outside School Hours Care (OSHC) delivery and operational activities are closely aligned with strategic direction and consistent with Councils mission and values.</p> <p>To provide leadership and operational management for SNP, Crèche and OSHC programs to ensure contractual compliance and quality outcomes for all stakeholders.</p> <p>To provide programs that are nurturing and cultural safe environments that suits each child's individual needs for them to thrive in their early years to enrich their learning development. Actively collaborate with families to achieve the best outcomes for each child in the community and maximise all programs to their full potential.</p>		
3. KEY RESPONSIBILITIES			
<p>1. Service Delivery, Planning and Monitoring</p> <ul style="list-style-type: none"> • Manage contracts within the Community Services business unit for Crèche, SNP, OSHC programs. • Manage staff arrangements and ensure all creches are in compliance with child to educator ratio and hold the correct qualifications. • Actively manage the workforce employed to deliver Children Services programs. • Work closely with the Human Resources team and Corporate Services and Sustainability Division to manage, monitor and support the employment process • Establish and monitor key performance indicators for each operational site • Ensure staff have the opportunity to participate in regular staff meetings. • Ensure contractual compliance. • Contribute to the development of the annual budget, operational plan for the Community Services business unit. <p>2. Organisational Sustainability</p> <ul style="list-style-type: none"> • Establish and maintain positive working relationships with government agency personnel and contract management teams. • Manage parental contributions for both SNP and Crèche programs. • Develop, implement and update directives and procedures that reflect community practice and in compliance with the national regulated policies and laws. • Submit quarterly reports to agendas for managers meetings, ordinary council meetings and funding providers. • Monitor and ensure quality systems are maintained and that records, reports, submissions and correspondence as required is prepared in accordance with Council's policies and procedure and relevant government standards, funding agreements and other contract. • Prepare localised program updates to Local Authority agendas. • Contribute to the achievement of objectives outlined in Council's strategic plans and Councils plans. <p>3. Quality and Continuous Improvement</p> <ul style="list-style-type: none"> • Monitor and manage subcontractor performance. • Work towards increasing the Crèche attendance numbers and ensure all children in community have been 			

- Work towards increasing the Crèche attendance numbers and ensure all children in community have been offered this service and maximization of the program.
- Liaise with Training and Development Coordinator and collaborate with Registered Training Organisation in working towards staff becoming qualified in their profession and guide and support staff to achieve this. Ensuring staff have the required resources, skill, ability and competence to safely carry out the duties of their roles.
- Ensure the organisation is up to date with the industry changes and program requirements.
- Develop and ensure the Quality Improvement Plan (QIP) is regularly updated and reflecting each services practices.

4. Work Health and Safety (WHS)

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Consultatively identify and implement strategies to improve WHS Managing hazards ensuring control measures are implemented in accordance with the hierarchy of control (outlined in Council's Risk Management Manual) investigating incident reports, reviewing data, undertaking incident investigations and implementing improvement action.
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work-related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
 - Correct minor hazards as applicable.

4. SELECTION CRITERIA

ESSENTIAL

1. Diploma in Early Childhood Education and qualifications relevant to the role, School Nutrition Projects and Crèche
2. Minimum of 5 year's experience in a relevant management role and/or employment services.
3. Sound knowledge of all relevant legislative and policy frameworks in the children's services operational environment.
4. Experience in workforce and resourcing planning to ensure continuity of service delivery.
5. Possess a high level of analytical skills and innovation to resolve complex problems, with sound judgment and problem solving skills.
6. Exceptional interpersonal skills with demonstrated ability to create strong regional networks of internal and external stakeholders in order to achieve Council's operational and strategic goals.
7. Demonstrated organisational skills with the ability to plan at an operational level and coordinate resources effectively while monitoring the goals, targets, outcomes and objectives of the tea, and individual employees.
8. Demonstrated ability to provide effective team management. Actively promote team building and development to ensure a range of team goals and objectives are met.
9. Excellent written and oral communication skills including the ability to negotiate, mediate and prepare high quality non-standard correspondence, reports, submissions and proposals that require original content
10. Demonstrated experience or awareness of issues affecting people in remote Indigenous communities.

DESIRABLE

1. Advanced diploma or Bachelor in Early Childhood Education
2. Cert II in Kitchen Operations
3. Current First Aid Certificate, or willing to participate in training to obtain qualification.

MANDATORY REQUIREMENTS

1. Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
2. Current Criminal History Check (issued within three (3) months) or undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy.
3. Current Northern Territory "C" Class Drivers Licence with manual driving capacity.
4. Current Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.

TRAVEL REQUIREMENTS

This position is based in Katherine and you may be required to travel and work in remote communities, including overnight stays, in the Roper Gulf Regional Council area.

5. ACKNOWLEDGEMENT

General Manager	David Hurst	Date Approved: 21/03/ 2023	Signature: 
Employee Name		Date:	Signature: