

POSITION DESCRIPTION

TEAM LEADER FAMILY DAY CARE

Position Number:	611103
Directorate:	Community Services
Department:	Community Wellbeing
Team:	Child and Family Services
Location:	2 Pope Street Bannockburn
Employment status:	Temp part-time contract - 12 months Maternity Leave
Classification:	Band 6
Date:	July 2021

POSITION OBJECTIVES

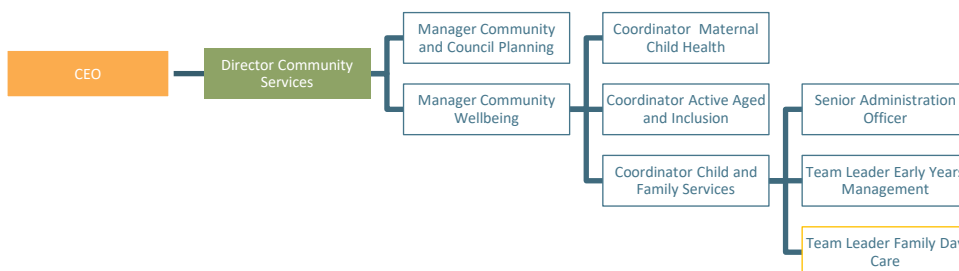
Responsible for the provision of a quality, efficient and responsible home-based/approved venue childcare service in accordance with Council, state and Commonwealth guidelines and regulation.

Leadership and support to Family Day Care Educators

Assistance to the Coordinator in supporting delivery of a high-quality education and care service responsive to the needs of the community in line with Council, State and Commonwealth Government planning, policy and legislation.

ORGANISATIONAL RELATIONSHIPS

The organisational structure for this role is as follows:



Reports to:	Coordinator Child and Family Services
Directly Supervises:	Contractors/Educators
Internal Liaisons:	Child and Family Services staff, Community Services staff, Finance staff, Human Resources staff,

External Liaisons:

Parents, guardians, community members, Commonwealth and State Government Departments, Children’s Service providers, Early Intervention Services, training institutions

KEY RESPONSIBILITIES AND DUTIES

Duties of the Position

Effective and Efficient Co-ordination of the Family Day Care Service

- Ensure families receive a quality child-care service through the development and implementation of appropriate policies, procedures and guidelines.
- Ensure the standards and policies of the Council, State and the Commonwealth Government are met (i.e. registration of FDC Educators).
- Monitor the placement and registration of children.
- Ensure Family Day Care is well connected with other relevant services and networks in the local area/region.
- Promote Family Day Care as a quality child-care service.
- Represent the service at relevant forums or groups.
- Develop and implement efficient and effective administrative systems.
- Attend to correspondence and general enquiries as appropriate.
- Maintain an up to date knowledge of government policies and guidelines and report to Council on issues affecting the service.
- Ensure compliance with the Education and Care Services National Regulations and Education and Care Services National Law Act 2010 and the National Quality Standards
- Maintain and implement Regulatory & Quality Frameworks – Early Years Learning Framework – EYLF, Victorian Early Years Learning Framework – VEYLF & the National Quality Framework – NQF.
- Inform Council of changes/trends in the services.
- Develop strategies to ensure forward planning, evaluation and review of the service.

Development of a Customer Focus for the Service

- Develop mechanisms for regular consultation with service users and the community to enable their input to service policy.
- Ensure the community has accessible information on the Family Day Care Service and other relevant services/resources.
- Develop systems to ensure that customer complaints are dealt with appropriately.
- Explore strategies to best meet the needs of customers within the constraints of available resources.

Child and Family Support

- Assess the need of each family for care.

- Ensure that child-care placements are appropriate to the family and child's requirements.
- Mediate between parent and Educator.
- Monitor children's wellbeing and progress
- Ensure that the physical, emotional, intellectual, and social needs of the children in care are met through regular home visiting.

Selection, Management and Development of staff and contractors

- Co-ordinate the recruitment, assessment, and ongoing professional development of FDC Educators.
- Evaluate registration processes and adapt as required.
- Supervise, resource, support and train FDC Educators with implementation of developmental programs and through home-visiting program.
- Assist in talent acquisition duties and provide guidance to staff across the Child and Family Services team.

Financial Management

- Monitor the approved budget, advising the Coordinator Child and Family Services of variations.
- Ensure that the Unit operates within the approved budget.
- Effectively use the budget to improve service delivery.
- Prepare relevant budget reports and financial statements for Council and other funding bodies.
- Ensure the Childcare benefit process is carried out effectively.
- Ensure accurate processing of FDC Educator payments

General Responsibilities

- Provide input into policy development and performance targets of the Unit.
- Act in accordance with Council's Customer Service Charter.
- Contribute to the Unit through efficient, effective and customer focused skills.
- Contribute to the development of the Unit's objectives, as well as the corporate goals of Council.
- Maintain confidentiality in respect of all dealing of a sensitive or confidential nature.
- Provide support to other Council staff as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

Corporate Responsibilities

- Promote excellence in customer service and in conjunction with the Unit Manager and Coordinator, identify, review and implement strategies to improve service quality and efficiency.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.

- Participate as directed in training and education to maintain an up to day knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is responsible for providing specialist support and advice to the Child and Family Services Team on matters relating to children's services and the freedom to act is subject to regulations, policies and regular supervision. The effect of independent decisions and actions may be significant but is usually subject to appeal or review by the Coordinator Child and Family Services. The position has formal input into the policy development of children's services.

JUDGEMENT AND DECISION MAKING

The objectives of the work are usually well defined with the particular method, technology or process selected from a range of available alternatives.

The position is required to exercise independent judgement and problem-solving skills in the daily operations of the services. Problems are occasionally of a complex nature with solutions not related to previously encountered situations. Some creativity and originality is required.

Line management advice and support is usually available within reasonable timeframes required.

SPECIALIST SKILLS AND KNOWLEDGE

The officer is proficient in:

- Thorough knowledge of Department of Education and Training guidelines in respect of child care programs Understanding organisational and government contexts, including government policy, regulations, standards, funding requirements, reporting requirements and quality assurance in relation to children's services.
- Understanding the long term goals of the Community Wellbeing Unit and KPIs of the Family Day Care Unit including relevant policies of both the Child and Family Services Team and the wider organisation.
- Extensive knowledge of child development theory.
- Knowledge of Commonwealth Child Care legislation.
- Ability to assist in developing relevant in-service programs and professional development.
- Extensive knowledge of the Education and Care Services National Regulations and Education and Care Services National Law Act 2010 and the National Quality Standards
- Knowledge of the EYLF, VEYLF & NQF

MANAGEMENT SKILLS

The officer has the ability to:

- Manage time, set priorities, plan own work to achieve specific and set objectives
- Inspire - lead and motivate.

- Manage programs and negotiate and consult with stakeholders.
- Set and follow through objectives, provide on-the-job training and guidance to contractors and staff within the Child and Family Services Team to achieve these.

INTERPERSONAL SKILLS

The position requires the ability to:

- Gain cooperation and assistance from clients, members of the public and other employees in the delivery and support of children's services and the supervision of contractors.
- Establish and maintain networks with relevant children's services stakeholders.
- High level of verbal and written communication skills.
- Ability to communicate effectively with staff and Family Day Educators and other key stakeholders and provide problem-solving know-how.

RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy, and framework
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Providing community members with relevant and timely information to inform their participation

Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the *Child Wellbeing and Safety Act 2005*.

All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health

Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

OTHER REQUIREMENTS

- As part of your role, you will be working or have contact with children. It is your obligation to always ensure their safety and report any concerns that you have, in line with our duty of care obligations. You will be required to regularly provide the necessary working with children, police records and reference checks. We have zero tolerance when it comes to abuse of any kind and will take disciplinary action, including and up to termination of employment, should we determine that abuse has taken place or there has been a failure to report any suspected or alleged abuse.
- Tasks within this role may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Team Leader / Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.
- Employment is subject to a satisfactory six month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check and Working with Children's Check (or registered with the Victorian Institute of Teaching).

QUALIFICATIONS AND EXPERIENCE

The skills and knowledge required are beyond those acquired by secondary education alone. The officer shall have completed a tertiary qualification in early childhood education and care or a lesser qualification (minimum graduate diploma) with relevant experience in the delivery of education and care services, including managing staff, developing policies, implementing quality assurance systems and ensuring compliance with relevant legislation and standards.

- Knowledge of Education and Care Services National Regulations and Education and Care Services National Law Act 2010 and the National Quality Standards.
- Diploma of Early Childhood or equivalent early childhood qualifications.
- Current Senior First Aid incl Asthma and Anaphylaxis Management
- Demonstrated relevant experience in Childcare/Family Day Care service delivery.

KEY SELECTION CRITERIA

1. Tertiary qualification in early childhood education and care or a lesser qualification (minimum graduate diploma) with relevant skills and knowledge gained through experience and on-the-job training as per PD.
2. Experience in supporting and delivering early childhood education and care services programs including implementing quality assurance systems and ensuring compliance with relevant legislation and standards.
3. The ability to use positive leadership skills to develop a high-performing team culture with experience in providing support and advice to early childhood education and care staff and/or contractors including implementation of Early Years Framework.
4. The ability to organise, plan and prioritise work to ensure the efficient delivery of outcomes.
5. Excellent verbal and written communication skills including a high level of negotiating and consultative skills
6. Comprehensive knowledge of community expectations, government priorities and contemporary delivery of early childhood services and programs.
7. Ability and experience to promote the provision of safe, warm and welcoming environments where each child's health and wellbeing is promoted and protected.
8. Experience in the delivery of inclusive programs where all children, including Aboriginal and Torres Strait Islander children, children with a disability and children from culturally and/or linguistically diverse backgrounds are promoted and protected

APPROVAL

Prepared By:	Heidi Preston – Coordinator Child and Family Services
Approved By:	
Reviewed By (P&C):	Janina Isted - Coordinator People and Development
Date:	July 2021
Employee Acceptance: (name and signature)	
Date:	

PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.