

POSITION TITLE:	Manager, Early Childhood Education and Care Services (ECECS)
FTE:	1.0
CLASSIFICATION:	Band 5.5 (Executive Agreement)
DIVISION:	Community Services and Business Development
PROGRAM:	Early Childhood Education and Care Services
LOCATION:	Hybrid, in accordance with the Windermere Ways of Working with your primary location being Southern Melbourne, including outreach to support consumers (if applicable to your position). Windermere reserves the right to request you to work at any Windermere location, including our main offices at Narre Warren and Pakenham.
TENURE:	Ongoing
DATE:	June 2024

1. ABOUT WINDERMERE

Windermere is an independent, not for profit community service organisation working across Victoria including key regional locations, to help those who need it most. Established in 1992, our aim remains constant; to build stronger, connected and supported communities.

Working together with our community, we deliver many services through critical partnerships with government to meet our purpose.

We aim to get in early to help children, families and individuals find the best solutions for their varied and complex issues.

Our support comes in many forms with a focus on intervention, prevention and education to make a difference in the areas of:

1. **Family Wellbeing** by promoting positive behavioural changes, providing parenting supports and responding to violence and/or neglect to achieve safety and stability
2. **Disability Support** by providing assistance to identify the right supports and goals that matter most to enable people of all abilities to actively participate in their communities
3. **Development & Early Childhood Education** by delivering accredited quality early childhood and care services and specialist early intervention services to help children reach their full potential
4. **Victims Assistance** by providing timely and ongoing practical and emotional support for victims of trauma, assault and/or violent crime
5. **Community Strengthening** by mobilising support services to respond quickly to emergencies, disasters and emergent needs.

We believe that everyone is someone in our community and this is reflected in our approach with those we work with every day.

2. OUR PURPOSE, VISION AND VALUES

Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities.

Our Vision:

A stronger, connected and supported community.

Our Promise:

Our many services working together with you for a better life.

3. KEY RESULT AREAS, RESPONSIBILITIES AND PERFORMANCE MEASURES

Key Result Areas	Responsibilities	Performance Measures
ECECS specific knowledge	<ul style="list-style-type: none"> • Leading and motivating the staffing teams, to ensure positive performance and achievement of all KPIs. • Ongoing management and development of service, including creating efficiencies. • Assist and coach staff to deliver high quality services in line with all relevant organizational policies, procedures, and contractual, regulatory, and legislative requirements as well as best practice. • Establish goals and a work plan based on the Strategic Plan • Plan, drive and track progress across service areas. • Provide advice and strategic direction to Director CS&BD in relation to the operational functioning of the service. • Develop positive relationships with State and Federal Governments and relevant bodies within the sector. • Undertake key tasks in the work plan, including undertaking hands on activities to achieve goals. • Be available for after-hours calls as required, regarding specific situations. 	<ul style="list-style-type: none"> • Programs and services are developed and deliver outcomes as per contractual arrangements and Strategic Plan • Director CS & BD is advised on all relevant matters in a timely manner. • All Government Departments and relevant bodies report positive working relationships. • Partnerships are developed and maintained, with collaborative practices enhancing consumer outcomes as discussed in Supervision. • Full adherence to all regulatory and legislative requirements
Innovation and Practice	<ul style="list-style-type: none"> • Collate existing knowledge regarding current and potential consumer needs. • Research and report additional pockets of need, in terms of services and locations. • Identify issues and trends, assess the potential application of developments in the field and develop, propose, and apply solutions, new ideas and methods for service delivery / interventions. • Explore business process improvement opportunities with a strong focus on delivering increased efficiencies, including identification on non-value-added activities. 	<ul style="list-style-type: none"> • Qualitative and quantitative reports are provided to Director and Executive ongoing, with recommendations. • New ideas and service delivery models are discussed with Director CS&BD as well as collaboratively with other staff within the organisation.
Compliance and Reporting	<ul style="list-style-type: none"> • Ensure all service area reporting requirements are met, to both 	<ul style="list-style-type: none"> • Budget is within forecast or better • Variations noted and discussed in supervision

	<p>internal and external stakeholders and funding bodies.</p> <ul style="list-style-type: none"> • Lead and support ongoing compliance monitoring, including maintaining relevant spreadsheets and registers. • Investigate and report any non-compliance, allegations, or complaints in a timely manner. • Conduct activities that assist in uplifting organizational compliance awareness 	<ul style="list-style-type: none"> • FTE is maintained at level required to meet targets. • Investigations are conducted and reported on in a timely manner, and Director is kept informed at all times.
Budget / Finance	<ul style="list-style-type: none"> • Manage the allocation of resources and assist in the preparation of budgets and financial projections. • Investigate variances on a monthly basis and report to Director CS&BD • Recommendations for budget allocations are based on analysis of data. • With support from Director CS & BD implement and monitor budgets to ensure they remain within forecast • Manage FTE within budgetary limits. • All program /service KPI's are met for Family Day Care and Out of School Hours Care (occupancy and utilization rates, contractor numbers, hours of care etc.) • Ensure timely and accurate processing of FDC timesheets. • Ensure timely follow up of outstanding fees and work in partnership with finance to ensure debt recovery is maximised. 	<ul style="list-style-type: none"> • Budget is within forecast or better. • Weekly reports provided to Director on key identified metrics. • Reports provided to Board and Committees as required. • All service-related metrics are monitored and achieved, with any variations reported to Director on a fortnightly basis. • Adverse events reported to Director within 24 hours. • All timesheets are processed and submitted fortnightly. • Outstanding fees are followed up within the documented timeframes and via the correct process.
Growth and Sustainability / Business Development	<ul style="list-style-type: none"> • Work with Director CS&BD we to Investigate alternative or innovative models for growing and delivering services and expand service offerings. • Continue to grow and expand services as per 3-year plans 	<ul style="list-style-type: none"> • New models of service delivery and expansion are presented to Director CS&BD • Service Growth is achieved as projected in budget.
People and Capability	<ul style="list-style-type: none"> • Work collaboratively with Director CS&BD as well as P&C for the current and future skills required to ensure successful delivery of services. • Undertake skill development activities to assist Windermere in attaining the required skills to deliver services. • Timely and efficient recruitment and induction of staff with high level of skills and experience • Foster a collaborative culture with staffing teams. • Provide supervision and mentoring to Team Leader Family Day care and Out School Hours Care staffing team. • Maintenance of supervision, training and PD records 	<ul style="list-style-type: none"> • Work force requirements are identified. • Skill development activities undertaken. • Positive team culture evidenced in staff cultural surveys as well as day to day team interactions. • Staff retention at 90% across any given calendar year • Team meetings held regularly with agenda and minutes. • Assuring tasks / functions are completed in a timely manner and positively contributing to strategic / operational objectives.

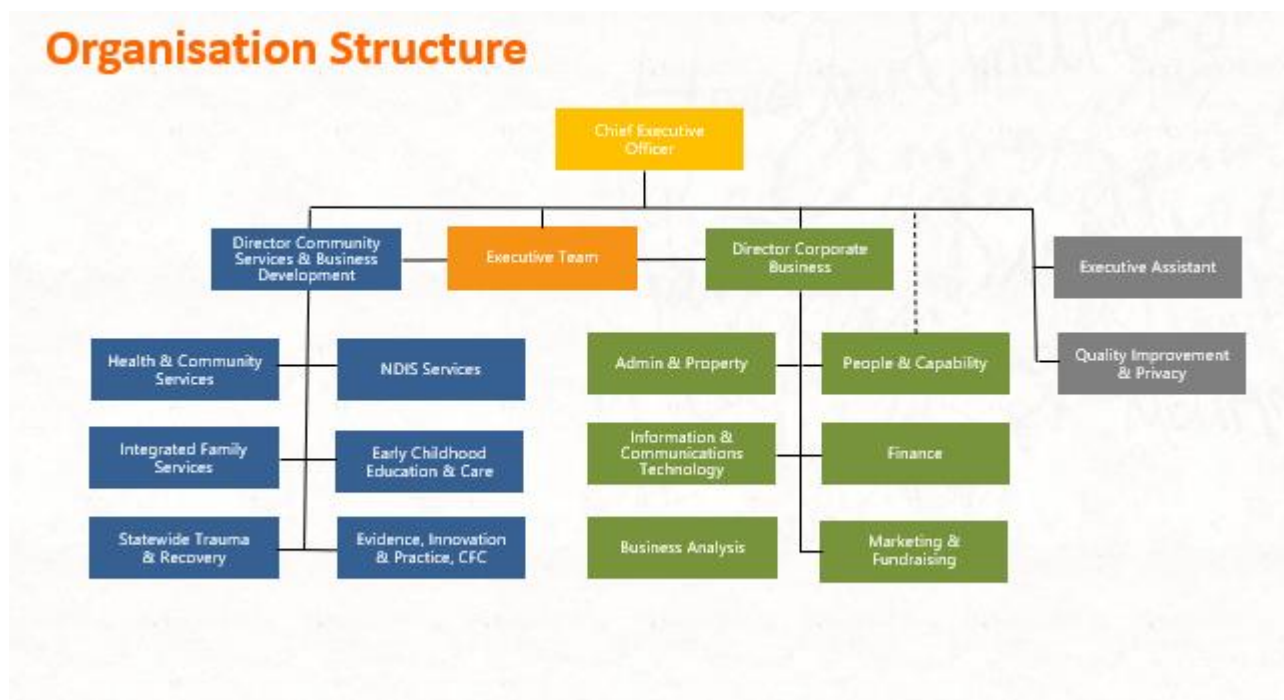
	<ul style="list-style-type: none"> • Ensure productive and positive team meetings are held on a regular basis. 	<ul style="list-style-type: none"> • Staff supported through timely and positive discussions in regard to areas for improvement.
<p>Organisational expectations and directives in relation to policies and procedures and the organisation’s purpose, vision and values.</p>	<ul style="list-style-type: none"> • Familiarise yourself with and adhere to Windermere’s Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Occupational Health and Safety obligations. • Demonstrate dedication and commitment to work in accordance with Windermere’s values and behaviours. • Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and online induction and be actively involved in the 6-week induction review, 3 and 6-month probationary reviews and a recurring annual performance review with the relevant supervisor. • Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation and will implement CQI strategies into their work practices. • Meet the challenges of change as it occurs within the service and organisation. • Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor. • Actively assess, manage and where possible mitigate workplace risk including (OH+S), consumer related risk, reputation risk and personal risk. 	<ul style="list-style-type: none"> • Ensure policies, procedures and codes are complied with at all times. • Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct. • 100% attendance at performance reviews. • Completion of induction and orientation within set timeframes. • Positively embrace and adopt change as it occurs. • Ensure arrangements are made so that 100% of courses are attended or completed. • Report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available. • Protect the rights, safety and wellbeing of children and provide a child safe environment.

The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee’s skill, qualification, experience and competence level to meet the organisation’s operational needs.

The Position Description may be amended from time to time at the organisation’s discretion. Where there is inconsistency between KPIs in this Position Description and those within the Organisation Objectives, the Organisation Objectives will stand.

Windermere is committed to equity & equality for consumers and employees, this by building diverse and inclusive services and work environments, where all peoples from Aboriginal & Torres Strait Islander, CALD, LGBTIQ+ Communities and those living with disability will know and feel accepted, affirmed, safe and celebrated. Windermere is delivering this through the continued development and implementation of our Welcoming and Inclusion Strategy as we seek to provide a diverse workforce at all levels.

4. ORGANISATIONAL RELATIONSHIPS



LINE MANAGER: Director of Community Services & Business Development

SUPERVISES: Team Leader ECECS and Out of School Hours staff

INTERNAL RELATIONSHIPS: All Windermere staff

EXTERNAL RELATIONSHIPS: Relevant government departments, local, regional, state and federal, professionals and agencies

5. KEY SELECTION CRITERIA

- Tertiary qualification in Early Childhood, Social Work, Social Sciences, Welfare, Community Health or Allied Health or similar discipline with a post graduate qualification in Management, Change Management, Human Resources or similar or willingness to undertake same
- Previous senior level experience in a delivering program, including planning, service design or delivery ideally within Education and Care, health or social services sector.
- Demonstrated experience leading and managing a high performing team across multi-sites.
- Demonstrated ability to manage complex and numerous priorities to meet deadlines in a high demand, fast paced work environment.
- Proven analytical and problem-solving skills within a complex service environment.
- Excellent verbal and written communication, negotiation and interpersonal skills and the capacity to build and maintain relationships with a variety of stakeholders.
- Demonstrated ability to interpret and implement policies and legislative requirements into operations to achieve Key Performance Indicators
- Demonstrated experience in financial management skills including the ability to develop annual budgets and be accountable for expenditure across multiple contracts / service areas.
- Demonstrated competence in use of business technology, internet and desktop applications. For example, MS Outlook, Word, Excel spreadsheets, and database packages
- Willingness to promote and support practices that are inclusive, culturally responsive, safe and accessible.
- Current Victorian Drivers' Licence.
- Willingness to undertake relevant pre-employment screening and checks.
- Right to Work in Australia e.g. Australian Citizen, Permanent Resident or Visa holder with full working rights

6. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter briefly addressing the Key Selection Criteria
- Current Resume

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name: _____

Signature: _____ Date: _____