

SERVICE LEADER POSITION DESCRIPTION

Job Title:	Service Leader
Reports to:	Early Childhood Managers & CEO
Direct reports	Early Childhood Educators
Internal relationships	Early Childhood Managers, Educational Leaders, Service Leaders, all GRPSA educators, Administration Team, Volunteers, Students
External relationships	Relevant Federal, State and Local Government departments, Children attending the service and their families, Early Childhood Allied Health services, Community partners, Parent Advisory Groups, Tertiary institutions, Consultants including Professional development providers
Qualification	Minimum Diploma of Early Childhood Education unless Bachelor of Early Childhood Education is called for in the advertising for the position.
Award/EBA	Children's Services Award
Employment type	Permanent
Probationary Period	6 months (CSA)

PURPOSE OF THE ROLE:

As the Service Leader you are expected to lead, guide and support the Service to provide high quality Early Childhood Education and Care to the community.

Goulburn Region Pre-School Association (GRPSA)

GRPSA provides Early Years Management services to rural and regional Early Childhood Services in the Goulburn Region. The Goulburn Region covers an area of approximately 1200km² in Victoria's north central corridor. The region runs from Yarrawonga in the North East, to Barmah in the North West, Colbinabbin in the South West, Avenel in the South and Euroa in the South East.

VISION STATEMENT

GRPSA will ensure the provision of quality early childhood educational programs in rural and regional Victoria with a primary focus on kindergarten programs.

MISSION STATEMENT

GRPSA will deliver high quality early childhood services where:

- **Staff are** valued, enthusiastic, professional and strive to continuously improve their practice.
- **Children are** actively engaged in programs that support them in their educational journey.
- **Communities and Families** are encouraged and welcome to be actively involved in the early childhood services.

VALUES

- Inclusion
- Respect
- Open Communication
- Continuous Improvement
- Advocacy
- Sustainability

GRPSA EXPECTATIONS

All GRPSA employees are expected to:

- Adhere to and apply the GRPSA Code of Conduct.
- Adhere to and apply the GRPSA Philosophy, incorporating the vision, mission, and core values.

COMMITMENT TO CHILD SAFETY

Goulburn Region Preschool Association Inc. is committed to excellence in early childhood to ensure the safety and wellbeing of children.

GRPSA has zero tolerance for child abuse and is committed to children's best interests, wellbeing and keeping them safe.

GRPSA actively strives to listen to and empower children in the organisation.

We value diversity and do not tolerate any discriminatory practices.

QUALITIES OF SERVICE LEADER

- A strong personal philosophy that underpins their interest in early childhood curriculum, research and the Early Childhood sector.
- Strong ability to build strong and secure relationships with staff, children, and families.
- Strong leadership skills.
- Knowledge of children and their learning styles.
- Strong communication skills, both non-verbal and verbal.
- Desire to contribute to the development and implementation of the Vision, Mission and Values of GRPSA.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The Service Leader is directly accountable to the EC Manager of GRPSA. The Service Leader is required to work in a co-operative manner with GRPSA.
- The Service Leader is responsible for the day-to-day implementation and decisions regarding the operation of the service, within set philosophies, policies, procedures, guidelines, and regulations and in all key responsibility areas including programming responsibilities. The Service Leader will be required to participate in GRPSA policy development.
- The Service Leader has the authority to take such action as is necessary to ensure health and safety of children and their families are maintained within the service and during approved activities outside the service. The Service Leader may make recommendations to GRPSA. The Service Leader is to ensure all procedures required by the following are adhered to; Education & Care Services National Law Act 2010, and Regulations 2011: Food Act 1984; Occupational Health and Safety Act. Decision making within the context of the Law and Regulations, GRPSA Policies and procedures; using professional knowledge and experience to provide appropriate advice and guidance to educators, families, and children.

- The Service Leader will also be responsible (if appropriate and nominated by Management) for the Child Care Subsidy compliance for the service. They will be required to meet all requirements under GRPSA CSS Compliance Guidelines and CCS Training.
- As the Nominated Supervisor, the Service Leader will be required to meet all internal and external reporting requirements including notification of matters relating to the Education & Care Services National Law Act 2010, and Regulations 2011 to their EC Manager.

KEY SELECTION CRITERIA:

- Minimum of Diploma of Early Childhood Education, unless Bachelor of Early Childhood Education is called for in the advertising for the position.
- Employee Working with Children's Check (or VIT registration if called for in the advertising of the position) and satisfactory Police Check.
- Minimum 2 years' experience in a leadership role in a long daycare setting or equivalent.
- Excellent or Comprehensive theoretical and working knowledge of early childhood development and best practice educational programming methodology.
- Knowledge and understanding of the Mandatory Reporting Requirements (Child Safe Standards) and Reportable Conduct Scheme. Child Safety Training Foundation and Advanced Training.
- Ability and desire to work directly with children for a minimum of 10hrs per week.
- Ability to use the cycle of planning to provide positive outcomes for children according to the relevant framework and to communicate children's learning effectively.
- Work collaboratively with the educational leader to provide a detailed, relevant, dynamic, inclusive and responsive appropriate educational program catering for all children in collaboration with families and specialist service providers.
- Excellent working knowledge of the Education & Care Services National Law 2010 and Regulations 2011, Privacy Act 2001, and Preschool funding requirements.
- Knowledge of the Food Act 1984, its relevance to children's services programs and the necessary work practice requirements.
- Ability to understand and implement GRPSA policies and procedures covering all requirements of an educational program.
- Ability to exercise due care, skill, and judgment, while consistently adhering to relevant professional ethics, principles, legislation, and standards.
- Excellent oral and written communication and interpersonal skills to communicate effectively with colleagues, parents and other professionals.
- Effective administrative, computer and time management skills with the ability to prioritise tasks.
- Must be a self-motivated and autonomous worker.
- Ability to work within an allocated service budget.
- Understanding of the Assessment and Rating process, including the ongoing development of a service QIP.
- Ability to work positively as a leader whilst participating as a team member of a cooperative team.

MAIN DUTIES AND RESPONSIBILITIES:

As the Service Leader, you are expected to oversee the operations of the Service, lead, guide and support the Service to provide high quality early childhood education and care to the community.

This includes:

Service Delivery, Management & Compliance:

- Manage rostering for the Service to ensure correct ratios and qualification requirements are always met and as directed by EC Manager.
- Maintain regular and timely responses to email enquiries, including prioritisation of actioning time sensitive emails.
- Ensure all programs are managed in accordance with funding requirements, meeting government regulation, and the National Quality Standards.
- Provide a model of excellence in education and care through direct work in each room/program at least weekly, or as stipulated in contract if working in a dual role of ECT and Service Leader.
- Work collaboratively with the educational leader and educators to ensure a safe, caring and stimulating environment exists for all children as well as ensuring the health and wellbeing of each child is a priority.
- Utilise the knowledge and skills of other educators to improve the effectiveness of your Service and improve the outcomes for children and families.
- Manage enquires, orientations, and enrolment of new families in consultation with the enrolments officer.
- Ensure the service buildings, grounds and equipment are maintained to a high standard of cleanliness, safety and repair.
- Provide input into the development and review of GRPSA policies and practices to ensure continuous reflection and improvement for GRPSA.
- Ensure the privacy and confidentiality rights of the children, families and staff are met.
- Provide timely performance, statistical and other reports as requested by the EC Manager or the GRPSA office.
- Utilise a team approach to improving the outcomes for children by ensuring regular opportunities for information sharing, planning, decision making and open and reflective evaluation for both staff and families.
- Maintain professional knowledge, resources and skills through in-service education, sharing of ideas and professional reading etc.
- Work collaboratively with the educational leader and team on the service QIP and maintaining its accuracy.

Community and Family Engagement

- Ensure the provision of high-quality customer service, respecting the diversity and complexity of child and family needs in accordance with relevant Service standards and GRPSA Vision.
- Lead the development of productive partnerships with contractors and other service providers to strengthen service provision.
- Actively ensure you are attracting and retaining families by effectively managing enrolment enquires, service tours and orientations and building respectful and reciprocal relationships with children and families.
- Implement effective communication strategies to meet the needs of families and community.
- Encourage the relationship between the service and the local community by supporting community excursions, incursions and supporting local businesses and organisations.

People and Culture

- Provide support to staff and discuss and report performance management issues directly to your EC Manager.
- Lead, by demonstrating best practice when modelling positive interactions with children within all programs.
- Lead, motivate, develop and mentor the team to deliver outstanding results for children and families with the support of the educational leader.
- Develop the team by providing clear direction, goals and regularly providing feedback.
- Ability to identify and utilise people's strengths and build relationships.
- Participate in staff recruitment, induction training and supervision of staff with HR and the educational leader.
- Ensure a commitment to development and training of all staff.
- Maintain effective and professional staff communication, both verbally and non-verbally.
- Participate in the undertaking of annual employee performance appraisals with the Educational Leader.
- Participate in the undertaking of the Healthy Work Plans and probation meetings with the Educational Leader, excluding ECTs.
- Report any identified staff performance issues immediately and directly to the EC Manager to determine appropriate actions to be taken.
- Supervise and support students and volunteers and participate in assessment and consultation with relevant training organisation staff.

Financial Management

- Report Service financial, operation, and workforce data to CEO and Service team and collaborate to lead and develop appropriate action plans when required.
- Monitor financial transaction for the Service and report on the annual budget and financial forecast to the Manager/Finance Officer when required.
- Assist in ensuring fee collection and debtors control systems implemented are effectively managed and monitored.
- Assist in ensuring rigorous financial management practices are in place for the Service.
- Assist in the development of annual budgets for the service in consultation with accounts and Early Childhood Manager.
- Ensure that the service budgets are adhered to and there is no overspend.

Health and Safety

- Manage the provision of a safe and healthy work environment for staff and volunteers in compliance with Occupational Health and Safety requirements, duty of care and professional standards at all times.
- Record, monitor, review, and report incidents involving children and staff and where necessary take action to reduce risk.
- Report all notifiable incidents to your EC Manager the day of the incident.
- Ensure all program and activities comply with occupational Health and Safety

Regulations and other relevant statutory requirements and guidelines.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager

.....
Date