

### 3.1.3 Early Childhood Service Director

<b>Job Title:</b>	Service Director/Nominated Supervisor	<b>Job Category:</b>	Early Childhood Services
<b>Reports To:</b>	Early Childhood Manager – Services	<b>Direct Reports:</b>	Educators, Cooks, Administration Support
<b>Location:</b>	Illawarra & Shoalhaven regions	<b>Position Type:</b>	Full Time Permanent

#### About us

ECTARC is a long standing, community owned and not for profit organisation that has successfully managed education and care services in the Illawarra and Shoalhaven regions of NSW for over 34 years. Combining long day care, occasional care and multipurpose facilities; ECTARC is committed to providing optimum work environments for its people and well-resourced environments for young children and their families. Positive relationships, collaborative approaches and developing cross cultural understanding is promoted through building understanding and respect. We encourage our services to be individual, inspiring, innovative and resourceful. ECTARC also manages a Registered Training Organisation (RTO) established in 1998, specialising in early childhood training and professional development, that provides nationally recognised qualifications across Australia.

#### our values

- ❖ Quality early learning & education
- ❖ Respect and diversity
- ❖ Ethical practice
- ❖ Collaborative relationships
- ❖ Innovation and sustainability

#### position purpose

The Service Director has responsibility for the overall and effective day to day management of an individual early childhood Service. This includes the leadership of a team, providing excellence in service and education aligned with ECTARC pedagogical practices. Working with families, carers and a range of external stakeholders, the Service Director has strong communication skills with a focus on compliance across a range of regulation, legislation and quality standards. The service director demonstrates leadership by role modelling the espoused leadership behaviours and organisation values in all interactions.

### **Essential Qualifications for the Role**

- Degree in Early Childhood Education
- NESAs Early Childhood Teacher Accreditation
- A Working with Children Check clearance number
- Current approved first aid qualification for early education and care HLTAID004
- Completed an approved child protection Statement of Attainment

### **General Responsibilities/Accountabilities**

- To comply with and ensure that the policies and procedures of ECTARC are implemented.
- To be aware of and comply with all Government Legislation and Regulations pertaining to Education and Care services.
- To be aware of and comply with Work Health and Safety Legislation.
- To ensure ECTARC Management is informed of any problems arising, which would affect the children or the effective of the service.
- To participate in ongoing professional development and training programs.
- To keep up to date with current developments in Early Childhood sector.
- To maintain appropriate levels of confidentiality and protect the organisations intellectual property at all times
- Role model ECTARC values and act to achieve the desired culture.
- Ensure professional practice is applied across the organisation in accordance with the ECA Code of Ethics.
- Develop and promote professional relationships with colleagues and other stakeholders that are supportive and respectful.
- Promote and reflect child safety and wellbeing values in everyday practice.

- Contribute to a positive workplace culture where everyone is encouraged and supported.
- Be an advocate for young children, families and promote the value of early childhood education.
- To perform any other duties as required by management.

accountability	descriptor	measure
<p><b>Planning, Risk &amp; Communication</b></p>	<ul style="list-style-type: none"> <li>- Executes on the Service Quality Improvement Plan toward goals, targets, priorities and people initiatives for the year</li> <li>- Regularly communicates to ensure all staff are aware of how their roles contribute to ECTARC</li> <li>- Promotes a values-based culture in the Service and ensures the ECTARC values are embedded</li> <li>- Provides all requests for reports or information in a timely manner</li> <li>- Proactively communicates with the Early Childhood Manager Services and Coordinators on any risk that might impact the smooth operation of the business</li> <li>- Manage risk to ensure compliance with all legislative, regulatory and financial requirements, including:               <ul style="list-style-type: none"> <li>▪ Identify risks to across the service operations and activities</li> <li>▪ ensuring appropriate controls are in place</li> <li>▪ complete reports for external agencies as required</li> <li>▪ regular review and action take place</li> </ul> </li> <li>- Proactively communicates to families, authorities and agencies matters of risk, concern and business changes in accordance with legislation and ECTARC policy.</li> </ul>	<ul style="list-style-type: none"> <li>- Evidence of a Quality Improvement Plan and ongoing self-assessment</li> <li>- Deliver on key milestones</li> <li>- Staff understand the strategic direction and goals</li> <li>- All significant risks within the service have a mitigation plan in place (via risk register)</li> <li>- Compliance with all key business requirements, regulation &amp; standards</li> </ul>
<p><b>Financial Performance</b></p>	<ul style="list-style-type: none"> <li>- Actively monitor the budget; approve expenditure carefully and within delegated level of authority</li> <li>- Ensure that relevant information is provided to government bodies when due to ensure timely payments</li> <li>- Actively implement strategies to ensure utilisation is maximised at all times</li> <li>- Use a sustainable approach across operations to minimise costs</li> <li>- Carefully monitor staffing costs to remain in budget</li> <li>- Ensure new staff are set up to be paid through Head Office in a timely manner</li> <li>- Contribute to the financial and other reporting as required eg. budgets and utilisation</li> <li>- Manage the enrolment process so that occupancy rates are maximised</li> </ul>	<ul style="list-style-type: none"> <li>- Budget management on track – ‘no surprises’</li> <li>- Positive and accurate cash flow</li> <li>- 100% occupancy where possible</li> <li>- Purchases are in line with ECTARC policy and delegations</li> </ul>

	<ul style="list-style-type: none"> <li>- Actively manage the payment of fees and debt collection processes with families and agencies</li> <li>- Provide account information to families regarding invoices and payment plans</li> <li>- Identify and plan for future capital and equipment costs</li> </ul>	
<b>People &amp; Culture</b>	<ul style="list-style-type: none"> <li>- Lead the service in a collaborative and constructive way that ensures team members are clear on their role, expectations and accountable for their performance</li> <li>- Mentor educators to build capacity, enhance performance and opportunities</li> <li>- Performance feedback and development conversations are active at all levels and occur in 'real time'</li> <li>- Treat all staff in a fair and equitable manner</li> <li>- Ensure the right people are in the right roles at the right time</li> <li>- Promote the annual Engagement Survey towards ensuring ECTARC is '<i>a great place to work</i>'</li> <li>- Take action to drive healthy and safe work practices and monitor the wellbeing of team members</li> <li>- Role model workplace practices including respectful communications and inclusion</li> <li>- Coordinate and direct the activities of team members within their capacity</li> <li>- Ensure all staff adhere to ECTARC policies and procedures</li> <li>- Identify professional development needs and support learning opportunities to build staff leadership capabilities for self and others at every opportunity</li> <li>- Supervise, support, coach and mentor team members</li> <li>- Participate in regular professional reflection to enhance performance and service delivery</li> <li>- Ensure new staff are set up for success by implementing an induction and onboarding process</li> <li>- Maintain and promote collegiality and constructive relationships within the team</li> <li>- Ensure trainees are mentored and supported in the service to achieve their work and study goals</li> <li>- Champion initiatives to drive a highly engaged workforce</li> <li>- Undertake key people processes such as recruitment and performance management as required</li> <li>- Positively influence and demonstrate constructive relationships</li> </ul>	<ul style="list-style-type: none"> <li>- HR compliance met</li> <li>- No unmanaged people issue or underperformers</li> <li>- Regular <i>Focus conversations</i> have occurred on time, for all staff</li> <li>- Staff engagement baseline in place</li> <li>- Succession plans for key roles</li> <li>- Retention risks identified</li> <li>- Services aligned with goals</li> <li>- Positive staff feedback</li> <li>- ECTARC commitment to health and wellbeing visible in service practice and relationships</li> <li>- Regular team meetings held</li> <li>- Personal Leadership capabilities are developed at every opportunity</li> </ul>
<b>Services Management</b>	<ul style="list-style-type: none"> <li>- Ensure service practice and delivery provides a child safe environment</li> <li>- Ensure ECTARC Management is informed of any problems arising that may affect the smooth running of the service/organisation</li> <li>- Continually assess the needs of the community and plan accordingly to maximise utilisation</li> </ul>	<ul style="list-style-type: none"> <li>- Reduction the number of reportable incidents</li> <li>- % efficiency improvement</li> <li>- Enrolment database is updated</li> </ul>

	<ul style="list-style-type: none"> <li>- Promote the Service to potential families and take enrolments</li> <li>- Ensure high quality, age appropriate educational programs and environments are provided</li> <li>- Support educators in developing and implementing an inclusive play based educational program</li> <li>- Ensure the educational program and practice is aligned with the Service philosophy and ECTARC policy</li> <li>- Ensure enrolment data for each child is entered into the database</li> <li>- Organise Service orientations and information sessions for families and carers</li> <li>- Lead the Quality Improvement process and ensure the QIP is developed and actively managed throughout the Service</li> <li>- Maintain all required records in relation to service operations</li> <li>- Ensure reports and requests for information are completed professionally by the due date</li> <li>- Ensure students/volunteers are supported and supervised effectively at the service</li> <li>- Maintain a safe, secure and well stocked facility; ensure equipment is in good working order</li> </ul>	<ul style="list-style-type: none"> <li>- Families receive timely information</li> <li>- All concerns are handled in a respectful and prompt manner.</li> <li>- Wait list is managed effectively and maximises occupancy levels</li> <li>- QIP is relevant to Service and actions in place</li> <li>- Services receive optimum A &amp; R results</li> <li>-</li> </ul>
<p><b>Operational Excellence</b></p>	<ul style="list-style-type: none"> <li>- Ensure ongoing, relevant engagement with families and community informs practice in the service</li> <li>- Creative and innovative practice is visible in the service</li> <li>- The Service is well presented, welcoming and hygienic always</li> <li>- Ensure all policies and procedures are implemented to meet legislative and National Quality Framework (NQF) requirements;</li> <li>- Ensure professional practice is applied across the service in accordance with the ECA Code of Ethics and the United Nations Convention on the Rights of the Child</li> <li>- Attend and contribute to ECTARC network Meetings</li> <li>- Provide a safe environment by ensuring WHS policy guidelines and procedures are practiced at all times</li> <li>- Promote and demonstrate quality practices representative of “exceeding” ratings in the Service</li> <li>- Organise and coordinate office operations (procedures &amp; resources) toward effective Service management</li> <li>- Manage the roster and communicate to team members with reasonable notice</li> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>- Assessment and Rating results are favourable</li> <li>- Appropriate equipment purchased</li> <li>- Maintains accurate records</li> <li>- Adherence to regulations, policies &amp; procedures</li> <li>- Report workplace incidents / hazards in a timely manner</li> <li>- No significant injuries</li> <li>- Reporting delivered on time</li> </ul>

<p><b>Reputation</b></p>	<ul style="list-style-type: none"> <li>- Act as the face of ECTARC at external events and develop others toward being able to do the same</li> <li>- Develop quality relationships with external stakeholders (agencies, regulatory bodies, schools, etc)</li> <li>- Provide support and guidance to parents and advise of external support services available</li> <li>- Develop and promote professional relationships that are supportive and respectful</li> <li>- Ensure a high level of communication with families to understand the importance of early childhood education and care</li> </ul>	<ul style="list-style-type: none"> <li>- Positive external feedback</li> <li>- Increased brand awareness</li> <li>- High response rates to families</li> <li>- External bodies receive timely responses (eg. regulators)</li> </ul>
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