



POSITION DETAILS

Position Title:	Service Leader		
Job Type:	Full Time		
Reporting to:	Childcare Director		
Location:	Woodville Childcare – Hoppers Crossing		
Classification:	TBC		
Modern Award:	Children's Services Award 2010		
Hours:	As required with a range of hours between 6.00 am and 6.30pm		
Responsibility:	Service with 40-50 Children		
No of Direct Reports:	Up to 15 staff		

Who we are
Quantin Binnah Community Centre Inc. is a not-for-profit centre that offers a variety of services and programs to residents of Werribee and the surrounding community. These include Playgroup, 3 Yr. Kindergarten, 4 yr. Kindergarten, Long Day Care, Before School Care, After School Care, Vacation Care, Adult Community and Further Education, a variety of Community Development programs, Maternal and Child Health services and Cafe QB.
Statement of Commitment to Child Safety
<p>Quantin Binnah is a committed Child Safe organisation and has zero-tolerance for child abuse including a zero tolerance for racial discrimination.</p> <p>Every child and young person accessing Quantin Binnah has the right to feel safe. All Quantin Binnah employees, volunteers, contractors and community representatives have a responsibility to understand and activate their role in preventing, detecting, responding and reporting any suspicions of child abuse to the relevant authorities and maintaining a child-safe culture.</p>

Position Purpose
As a qualified Service Leader, you will manage the day to day functioning of the childcare service and lead the provision of high-quality education and care for toddlers and young children from birth to 5 years. You will ensure seamless delivery of a stimulating and safe environment for staff and children while supporting positivity and cohesiveness among educators, children, their families and the community.

POSITION REQUIREMENTS

Main Duties/Responsibilities	
1.1 Provision of education and care and a Welcoming Environment	<p>1.1 Provision of education and care and a Welcoming Environment</p> <ul style="list-style-type: none"> • Lead by example when offering a warm and welcoming approach to children, families and other members of the community at all times. • Supervise and encourage staff engaged in the implementation and evaluation of developmentally appropriate programs for children, tailored to the children's social, emotional, physical, creative and developmental needs. • Responsible for the day to day operations and administration of the childcare service. • In conjunction with the Child Care Director follow staff recruitment regulations and ensure skills align with and complement current and future service needs. • Ensure privacy and confidentiality of children and their families is maintained at all times.
1.2 Provision of a Safe Environment	<p>1.2 Provision of a Safe Environment</p> <ul style="list-style-type: none"> • Responsible for ensuring a safe environment for all children according to QB Child Safety Standards. • Ensure the site is respectable at all times including the safe use of storage areas. • Ensure safe manual handling of boxes containing toys/blocks or moving tables and chairs to support the structure of the service requiring reasonable physical fitness. • Delegate cleaning duties as required ensuring safe and presentable work stations are maintained at all times.
1.3 Meet Compliance Standards	<p>1.3 Meet Compliance Standards</p> <ul style="list-style-type: none"> • Contribute to ensuring the service consistently exceeds quality assurance requirements. • Ensure all work is conducted in accordance with QBCC policies and procedures and ensure any concerns around safety are mitigated immediately or raised with the CEO/WHs Group if further action is required. • Responsible for contributing to the development and maintenance of policies and procedures within the childcare service. • Ensure the service operates in compliance with Child Safety Standards, Food Safety Regulations and OHS requirements. • Lead and encourage contributions within team meetings. • All other duties as reasonably requested by Child Care Director

QUALIFICATIONS, SKILLS AND ABILITIES

Qualifications, Skills and Abilities	
Key Selection Criteria Essential	<p>A minimum Degree qualification, a 3-4 year early childhood Education Qualification, an AQF Advanced Diploma or equivalent.</p> <p>Previous experience managing a service in education and care and/or experience in management/administration within a not for profit service.</p> <p>Strong knowledge of quality assurance requirements for service delivery.</p> <p>Previous experience formulating and evaluating annual budgets.</p>

	<p>Effective communication skills supporting stakeholders at all levels from children and families through to employees and the CEO.</p> <p>Experience developing and updating policies and procedures as required.</p> <p>Positive team player with an ability to bring out the best in staff.</p>
Desirable	<p>Experience working within a community service organisation.</p> <p>Information Technology skills across a range of platforms including MS Office Suite.</p> <p>Excellent organisational skills.</p> <p>Experience developing programs for children with additional needs.</p> <p>A passion for delivering quality inclusive care to young children.</p> <p>A flexible and personable approach with high levels of initiative.</p> <p>Commitment to ongoing professional education and attendance at training sessions which may be outside normal working hours.</p> <p>Current Drivers Licence.</p>
Other	<p>Current Working with Children Check.</p> <p>Satisfactory completion of National Police Check is mandatory for all new appointments.</p> <p>Current First Aid Level 2 Certificate, Anaphylaxis and Asthma Management.</p> <p>Successful completion of Mandatory Reporting eLearning Module.</p> <p>Commitment to QBCC policies and procedures.</p>

CAPABILITY FRAMEWORK

Capability Framework		
Core Capability	Expected Behaviour and Work Standard	Frequency
Quality Education and Care	<p>To provide quality education and care in a stimulating environment.</p> <p>To supervise staff, trainees and students on placement within the service.</p>	<p>Ongoing</p> <p>As required</p>
Program Development	<p>Supervise employees engaged in the implementation and evaluation of developmentally appropriate programs for children.</p> <p>Promote an activity-based program suited to the children's social, physical, emotional, intellectual, creative and developmental needs through the use and display of appropriate materials and resources.</p> <p>Consider recorded observations of individual children or groups for the purpose of program planning/management.</p> <p>Knowledge of child development and the broad range of activities suitable for children aged 0-5 years.</p>	<p>Daily</p> <p>Daily</p> <p>Daily/as identified</p> <p>Ongoing</p>
Team Work	<p>Ability to guide staff within a team approach.</p> <p>Ability to use initiative and judgement when confronted with unexpected situations.</p> <p>Passion for encouraging and building mutual trust, respect, and cooperation among team members.</p> <p>Provide professional leadership and development to staff.</p>	<p>Daily</p> <p>Daily</p> <p>Ongoing</p>

		At all times
Inclusive Approach	<p>Support staff to think creatively to adapt and tailor activities to ensure inclusiveness of all children in an area.</p> <p>Nurture and support children's confidence and self-esteem by encouraging staff to show each child individual attention and comfort during the day.</p>	<p>Daily</p> <p>As needed</p>
Management and Administration	<p>Responsible for the overall management & administration of the service.</p> <p>Maintain day to day accounts and handle all administrative matters.</p> <p>Manage service operations including Occupational Health and Safety, program planning and staff training.</p> <p>Monitor expenditure and seek approval from Child Care Director for expenditure authorization.</p> <p>Liaise with service staff, and Child Care Director and CEO as appropriate.</p> <p>Undertake daily administration requirements.</p> <p>In conjunction with the Child Care Director recruit staff in accordance with relevant regulations and in consultation with the CEO.</p> <p>Monitor information displays on walls for parents and children.</p> <p>Ability to write and record information effectively and accurately.</p>	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Monthly</p> <p>As required</p> <p>Daily</p> <p>As required</p> <p>Weekly</p> <p>Daily</p>
Behaviour Management	<p>Ensure appropriate behaviour management strategies are implemented by educators which both reinforce positive behaviour and modify inappropriate behaviour.</p> <p>As required, delegate and coach educators and staff to work with individual children with particular needs.</p> <p>Ensure educators and staff support children's emotional and social development by encouraging understanding of others and positive self-concepts.</p> <p>Liaise with families and/or outside agencies to provide supports for children with challenging behaviours or learning difficulties.</p>	<p>Daily</p> <p>As required</p> <p>Daily</p> <p>As required</p>
Organisation Branding	Create a positive image of Quantin Binnah by delivering excellent customer service to all internal and external customers.	At all times
National Quality Framework	<p>Working knowledge of the policies and guidelines in relation to Education and Care Programs, particularly the National Quality Framework.</p> <p>Commitment to work with services, educators and families through the National Quality Standards contained in the National Quality Framework to continually improve the quality of education provided to all.</p> <p>Support the Childcare Director to ensure the centre meets quality assurance requirements at every stage of service delivery.</p>	<p>Developed during induction</p> <p>At all times</p> <p>At all times</p>
Child Safety Standards	<p>Ensure up to date, functional knowledge and enforcement of Child Protection Policy and Child Safe Policies.</p> <p>Engage a shared responsibility for child safety within all levels of the organisation.</p> <p>Encourage a culture where staff, volunteers, children and families feel comfortable in raising or discussing child safety concerns.</p> <p>Ensure all staff act in accordance with Child Protection Policy at all times.</p>	<p>At all times</p> <p>At all times</p> <p>At all times</p> <p>At all times</p>

Health and Safety / Cleanliness	<p>Coordinate service operations including Occupational Health and Safety, program planning and staff training.</p> <p>Ensure food safety regulations are followed at all times.</p> <p>Encourage tidy work stations during and at completion of each activity to ensure a safe play and work environment.</p> <p>Develop and implement daily care routines for children in education and care and encourage staff to implement routines and hygiene etiquette for all children as soon as required.</p> <p>Immediately document, investigate and/or mitigate WHS issues as soon as they are noticed.</p> <p>Ensure all COVID-19 cleaning protocols are completed according to outlined routine.</p> <p>Physical fitness to support repetitive manual handling of boxes containing toys/blocks or moving tables and chairs to support the structure of the service.</p> <p>Physical capacity and ability to;</p> <ul style="list-style-type: none"> • bend to children's level to engage in play and physical activities; • be agile and steady on your feet to be able to manage the variety of possible obstacles in an Education and Care environment; • pick up and soothe an unsettled child; • bend to place a sleeping child into a cot or onto a mattress; • see and avoid children who may be sitting around your feet; • repeatedly change posture from sitting to standing or getting up and down from the floor. <p>Notify CEO of any injury which may impact your ability to safely move or lift equipment.</p> <p>Organise and store toys and materials to ensure order and safety of storage areas.</p>	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>As required</p> <p>Daily</p>
Communication	<p>Confidently and compassionately liaise with families and outside agencies and support development of connections to benefit children facing challenges.</p> <p>Maintain open, two way communication with;</p> <ul style="list-style-type: none"> • children, staff and families from diverse cultures and backgrounds; • educators and families reporting incidents or concerns regarding children; • families when discussing the needs or concerns for individual children within the service. <p>Maintain openness to collaboration with families and local community members regarding development of the needs for the service.</p>	<p>As required</p> <p>Daily</p> <p>Daily</p>
Physical Environment	<p>Responsible for ensuring a safe and aesthetically pleasing physical and visual environment for children, family and community members entering the service.</p> <p>Uphold and extend the Quantin Binnah Community Centre brand at all times.</p>	<p>At all times</p> <p>At all times</p>

Ongoing Learning	<p>Eagerness to arrange and attend ongoing learning and professional development training which may be held on site and outside normal working hours.</p> <p>Lead and encourage contributions from staff within team meetings.</p> <p>Provide professional leadership and ongoing development opportunities to staff.</p>	<p>As required</p> <p>As required</p> <p>As required</p>
Corporate Responsibilities	<p>Comply with Quantin Binnah Community Centre policies, procedures and guidelines.</p> <p>Comply and adhere to the Quantin Binnah Code of Conduct.</p> <p>Contribute to the Development and maintenance of policies and procedures for the Childcare Service.</p> <p>Ensure service provision adheres to all relevant regulations and statutory requirements at all times.</p> <p>Protect Quantin Binnah's physical, financial and intellectual assets against damage, fraud or misuse. Staff are responsible for identifying and reporting instances of this nature.</p> <p>To carry out the key responsibilities and duties of the position with an awareness and sincerity that provides for an accessible and inclusive community and workplace.</p>	<p>At all times</p> <p>At all times</p> <p>As required</p> <p>At all times</p> <p>At all times</p> <p>At all times</p>
And any other duties as reasonably required or requested by the Child Care Director and the Centre CEO		

Relationships	<p>Internal – Childcare Educators, Service Leaders and Community Centre CEO</p> <p>External – Children, Parents, QBCC Staff and external agencies.</p>
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Next Review Date:	
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By signing this position description, I declare;

- that I have read and understood the inherent requirements of the role and verify that I hold the skills and abilities to perform the role as required; and
- that I do not have any pre-existing conditions that will inhibit my ability to perform my role, or any pre-existing conditions that may be exacerbated by my participation in the role.

Employee Name:	Signature:	Date:
CEO Name:	Signature:	Date: