

Position Title:	Early Years Centre Manager (Qualified with a minimum of Diploma of Children's Services)	
Reports to:	Operations and Facilities Manager	
Hours of employment:	Assigned to position, based on operational requirements	
Tenure:	Performance based contract	
Date issued:	Issued to:	Issued by:

Our Vision

To inspire learning and innovation in children, families and the community

Gowrie (WA) Inc.'s primary focus as an organisation is to meet the needs of the children, families and communities with whom we work. Gowrie (WA) Inc.'s effective leadership involves modelling inclusive and respectful behaviour as well as our core values.

The Early Years Centre Manager is part of the Gowrie leadership team, and is responsible for the leadership and day-to-day management of the early years' service, inclusive of staff, children and families. The Manager is also responsible for ensuring that all services and activities provided are consistent with the purpose, vision and values of Gowrie and comply with relevant legislation, quality standards, contemporary research and best practice. Gowrie promotes reflective practice in all aspects of work, continuous quality improvement and the highest possible standards of service provision.

This position may be required to transfer between early years centres, and will be required to work closely with other centres.

This is a hands-on position. This position is based off the floor when centre utilisation reaches 85% or above, and/or when requested by the Operations and Facilities Manager or Chief Executive Officer. At all times, there is an expectation that should the service be experiencing staffing concerns, the Manager will assist on the floor as required to ensure correct ratios, framework cover and lunch cover. The Manager will work with the team on the floor to assist, develop the skills of individuals, and maintain leadership of the implementation of standards, expectations and frameworks.

1. POSITION OBJECTIVES

This role is required to undertake in a variety of tasks to meet the needs of children, families and the organisation, in accordance with the Education and Care Services National Regulations / Law and Gowrie (WA) Inc. policies and procedures.

- To be an integral member of a harmonised, multi-disciplinary staff team with a shared focus on the achievement of Gowrie
- Provide a key service in ensuring that the objectives of the organisation, the Early Years Learning Framework and National Quality Standards are delivered at exemplary standards.
- Responsibilities will be reviewed periodically in line with service and organisational priorities, legislative requirements, applicable laws and frameworks, and as such duties may change or new duties be introduced after consultation with individuals.

2. REQUIREMENTS OF THE ROLE

NB: all requirements are essential unless otherwise stated.

Skills

- Excellent communication skills.
- Proven ability to successfully lead and manage a multidisciplinary team.
- Proven ability to contribute to the development of a productive team culture and to actively participate in, and contribute to, team and organisational outcomes.
- Well-developed supervisory, problem solving, organisational and time management skills.
- Excellent customer service skills.
- Excellent interpersonal skills with the ability to liaise effectively with a diverse range of people.
- Commitment to continuous improvement.
- Willingness to participate in workplace change processes.
- Well-developed administration skills and well-developed skills relating to using a computer
- Ability to work with a database.
- Ability and willingness to impart knowledge, education and skills to staff and others, through professional development and training.
- Ability and willingness to develop our people through robust and fair processes and strength based strategies.

Knowledge

- Excellent knowledge and understanding of early childhood development, care, and education
- Excellent knowledge of the National Quality Framework and the Early Years Learning Framework.
- Sound knowledge and understanding of theories and practices relating to early education and care.
- Sound understanding and experience in leading and managing small teams.
- Excellent knowledge of Qikkids; CCMS; regulations and requirements relating to CCB, CCR; requirements of the organisation (centres) to maintain correct and applicable documents.

Qualifications and Experience

- Hold a Diploma of Children's Services or a higher qualification in Early Education and Care or relevant qualifications in accordance with Education and Care Services National Regulations / Law
- Hold a Certified Supervisor's certificate or be willing to obtain one within three months of appointment date.
- Take on the role of Nominated Supervisor.
- Hold a current National Police Clearance (less than three months old) and a Working with Children Check which demonstrates suitability for employment in a children's service
- Have completed first aid, CPR and anaphylaxis training that comply with the requirements of the National Quality Standards for Early Childhood Education and Care, together with training in asthma management.
- Obtain a medical clearance that has an outcome suitable to the role and organisation's requirements.

3. KEY DUTIES/RESPONSIBILITIES

Duties of the Position

- Direct the day to day operation of the services, providing positive, influential and educational leadership and management.
- Provide pedagogical leadership to ensure quality care and education programs for children.
- Ensure the philosophy, policies, procedures, handbooks and frameworks are upheld, implemented and reviewed regularly to meet relevant requirements.
- Work within the Gowrie (WA) Inc. leadership team to ensure high quality services and operations are developed and maintained.
- Ensure all principles of the National Quality Framework and Early Years Learning framework are adhered to at all times, and provide advice and strategies to all Gowrie services regarding the frameworks via a number of methods.
- Plan and implement staff meetings, and professional development and training of staff in line with the above.
- Effectively undertake administration tasks, including but not limited to enrolments, audits, and reporting.
- Always act within, and ensure educators act within, the guidelines set out in the Code of Ethics (Early Childhood Australia Inc.)
- Advise Operations and Facilities Manager and Chief Executive Officer of any meetings or visits with the regulatory authority or other visitors worth noting.
- Effectively ensure that a safe, clean, stimulating and healthy environment is provided and maintained and that equipment is maintained to a high standard of safety, cleanliness and repair.
- Effectively provide and oversee learning experiences based on the needs and interests of the children in care and in line with the framework and standards.
- To be sensitive to and respect the diversity of social and cultural backgrounds of the children and families in care and ensure these children and families are welcomed into the centre.
- Respect and provide support and inclusion for all children, regardless of gender, cultural background or socio-economic status and ensure all educators and staff are implementing these practices.
- Support parents and actively seek opportunities to discuss their child's daily experience.
- Actively communicate with families and request feedback and opportunities for them to share their thoughts and suggestions in relation to the provision of care and practice.
- Ensure promote, effective and proactive communication with families, in line with the organisational ethos
- Maintain documents and records for each child in relation and reference to the Early Years Learning Framework.
- Maintain documents and records in relation and reference to National Quality Standards.
- Develop and maintain positive and productive working relationships with all staff, families, management, staff working in Gowrie Community Services (WA) Inc. (GCS) team, and the wider community.
- Ensure all interactions with children reflect the philosophy and policies of the centre and principles of the National Quality Framework and Early Years Learning Framework.
- Other duties within the scope of the employee's skills, competence and training as directed.
- Ensure that all statutory requirements are being met and when applicable, exceeded, including those relating to fees and enrolments.
- Implement a range of proactive strategies to promote two-way information sharing between families and the centre.
- Promote and support reflective practice in all Gowrie staff, and commitment to continuous quality improvement.
- Undertake people development and people management of organisational staff in line with

their job description, centre policies and procedures, the frameworks or within the ethos of Gowrie (WA) Inc. and in line with correct guidelines, in consultation with the Operations and Facilities Manager.

- Maintain and take responsibility for the enrolment process, bookings, attendances, generation of fees, collection of fees and all other duties and tasks related to the Qikkids database and requirements
- Operate the service with sustainable utilisation rates that meet or exceed the approved budget, and put strategies in place to increase and maintain utilisation and enrolments.
- Ensure children are being provided with nutritious snacks, meals and drinks.
- Ensure all educators are aware of children's medical needs, and policies relating to this are adhered to.
- Respect the confidentiality of people, in line with the confidentiality agreement.
- Oversee the implementation of room routines for children and educators.
- Be familiar with the grievance policy and always discuss any concerns and incidents with the Chief Executive Officer and the Operations and Facilities Manager. Seek support and assistance from Chief Executive Officer and operations and Facilities Manager in relation to this, as required.
- Ensure resources are kept at optimum level by overseeing housekeeping practices that will maintain and care for resources and equipment.
- Take on the role of Educational Leader and/or Occupational Health and Safety Officer as required.

Outcome – Team

- Encourage staff and families to actively contribute to the quality and success of the service and organisation.
- Undertake the recruitment of educators in line with ratios, organisational requirements and the recruitment process, in consultation with the Operations and Facilities Manager.
- Complete staff files for employees for safe storage in the administration building, and on site at the centre. On site centre files are to meet regulations.
- Manage, lead, supervise and support staff, volunteers and students in carrying out their roles, and facilitate the development of the team through effective communication, role modelling and mentorship
- Effectively work with the team to ensure the effective delivery of the Early Years Learning Framework and National Quality Standards, and oversee adherence to the frameworks by ensuring educators maintain a sound and current knowledge of the frameworks.
- Effectively develop others to ensure that the highest standards of customer service are delivered at all times to internal staff and external customers (families and the community)
- Demonstrated capacity to be a committed, pro-active and supportive team player and to ensure the team are committed and loyal team players.
- Support and supervise staff, promoting informed and reflective professional practice.
- Undertake staff performance appraisals, working from a strength based perspective, in consultation with the Operations and Facilities Manager.
- Undertake performance management of staff who are not performing to their job description, centre policies and procedures, the frameworks or within the ethos of Gowrie (WA) Inc. and in line with correct performance management guidelines and in consultation with the Operations and Facilities Manager.
- Identify and support professional development of staff and families to further develop skills and competencies.
- Leading, engaging in and implementing research, special projects and if required, the Gowrie Australia Reflections publication, Gowrie Australia Educator Link-ups, training and consultancy, and any others.
- Ensure records relating to staff such as, but not limited to, timesheets and leave forms accurately reflect work hours and applicable leave, and are authorised by you. And ensure

- breaks are of appropriate length, and attendance requirements are adhered to.
- Carry out, support and encourage critical reflective thinking regarding practice and planning and children's learning.
 - Supervise and support the Educational Leader to guide staff in observing and planning, and win collaborating with staff to ensure the program is continually improving.
 - Ensure the Quality Improvement Plan (QIP) is up to date and regularly reviewed and added to. Facilitate and maintain regular review.
 - Mentor educators in professional written and verbal communication skills.
 - Maintain and demonstrate, and ensure educators maintain and demonstrate, an extensive knowledge of child protection legislation and its implications for the care and protection of children.
 - Inform the Chief Executive Officer of any issue arising that may compromise the children's health, safety, wellbeing, or the efficient operation of the service.
 - Ensure all practices and documents relating to the above are developed and maintained.
 - Ensure prompt and accurate record keeping

Outcome – Organisational requirements

- Promote excellence in customer service and, in conjunction with the Gowrie (WA) Inc. leadership team, identify, review and implement strategies to improve service quality and efficiency.
- Maintain strong and positive team relationships among colleagues and community groups, on a formal and informal basis, across Gowrie (WA) Inc. and Gowrie Community Services Inc.
- Ensure staffing is based on required ratios and staffing requirements across the service and support and assist on the floor as required.
- Ensure the security of Gowrie (WA) Inc. property and assets, and maintain a commitment to the care of all Gowrie (WA) Inc.'s property and assets.
- Be listed on the security call out list to deal with any breaches of security.
- Participate as directed in training, education and development to maintain an up to date knowledge of emergency management responses.
- Be responsible for personal development and maintain up-to-date knowledge of sector related developments, the Early Years Learning Framework and National Quality Standards.
- Comply with Gowrie (WA) Inc. policies and procedures.
- Role model and maintain a professional approach which reflects the centre's philosophy, policies and procedures and the requirements of Gowrie (WA) Inc.
- Actively participate in leadership meetings and Board meetings as required.
- Participate in budget discussions as required and maintain good budgeting and business acumen. Manage centre budgets and ensure compliance through income and expenditure.
- Assist in the development, review and evaluation of organisational policies, procedures and up to date practices to promote and support high quality and cost-effective service provision.
- Implement and maintain organisational procedures relating to waiting lists, vacancies, enrolments and transition of children between groups.
- Evaluate and review centre policies in collaboration with families, staff and if necessary, advisory bodies. Develop, monitor and review filing systems for the accurate maintenance of information and records.
- Develop, implement and regularly review staff rosters to support high quality, staff equity and cost-effective service provision.
- Oversee and coordinate the development, review and evaluation of organisational policies, procedures and up to date practices to promote and support high quality and cost-effective service provision.
- Support timely and effective processing of children's enrolments
- Provide monthly reports, and other reports as required.

- Report non-compliance to the Operations and Facilities Manager and Chief Executive Officer as soon as possible and practicable. Follow up as required and in a timely manner.
- Submit and manage all required forms and reporting requirements to ACEQCA.

Outcome – Strategic and Project Management

- Participate in discussions and meetings relating to the planning, formulation, implementation and evaluation of strategic and business plans.
- Delegate, oversee and undertake projects as required and as directed.
- Seek out grant and tender opportunities and write, submit and acquit all awarded grants/tenders, as well as assisting others to do the same.

Outcome - Occupational Health and Safety

Gowrie (WA) Inc. 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 Safety and Health Act 1984 and supported by the Occupational Safety and Health Regulations 1996, codes of practice and guidance notes, and Gowrie (WA) Inc. 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 and report them to the Chief Executive Officer.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report potentially unsafe work practices, incidents and hazards as soon as practicable.
- Report incidents as soon as practicable and include in monthly reports.
- Undertake the role of OH&S officer and provide all reports to Chief Executive Officer and Board as requested and required.

In addition, the Early Years Centre Manager will:

- Maintain and implement current Occupational Health and Safety legislation and regulations.
- Ensure a safe and hygienic environment for children, families and staff.
- Perform and/or ensure regular site risk assessments are undertaken and recommendations are discussed and if required, implemented.
- Conduct regular safety drills, including fire evacuation and centre lock down procedures.

Outcome – Infection control

- Ensure that infection control remains a priority and role model excellent practices in relation to infection control and reducing cross contamination.
- Adhere to policies and procedures relating to reducing the risk of cross infection.
- Adhere to, and direct others to follow, best practice strategies to manage infection control and cross contamination.

Outcome – Equal Opportunity

Gowrie (WA) Inc. offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. All Gowrie (WA) Inc. employees must contribute to the maintenance of such a work environment.

Outcome – 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 relevant West Australian law in relation to privacy and confidentiality, and Gowrie (WA) Inc., policies and procedures.

- Both during and after employment with Gowrie (WA) Inc., employees must not:
 - Communicate confidential or private information to third parties.
 - Make use of any information gained through employment at Gowrie (WA) Inc.

4. ORGANISATIONAL RELATIONSHIPS:

Responsible to:

Chief Executive Officer
Operations and Facilities Manager

Internal:

Gowrie (WA) Inc. Board of Directors
Chief Executive Officer
Operations and Facilities Manager
Leadership team members and their teams
Other staff as required

External:

State and Federal Government Departments, service agencies and organisations.

5. EXTENT OF AUTHORITY

This position operates within the limits of Gowrie (WA) Inc. policy and procedures, and relevant legislative constraints. All positions require some degree of problem solving, creativity and judgement in order to fulfil the objectives and requirements of the position.

This position:

- Is required to select the method, process or equipment to meet defined objectives from a range of available alternatives.
- Receives and provides guidance and advice within the time available to make a choice.
- Undertakes problem solving through consultation, research and the development of innovative solutions.

This position may make recommendations to the Gowrie (WA) Inc. leadership team, Operations and Facilities Manager and the Chief Executive Officer on:

- Changes to operational procedures that will result in best practice, efficiency and effectiveness.
- Selection and use of relief educators (and other staff as required).
- Recruitment and selection of internal staff as requested.
- Reporting of non-compliance

The Early Years Centre Manager, as outlined in this job description:

- Provides information to clients.
- Provides information and support to all employees, Operations and Facilities Manager, Leadership Team members, and Chief Executive Officer.
- Supervises all employees, volunteers, and students on placement.
- Acts in accordance with relevant policy, legislative and best practice frameworks.

Freedom to act is limited by standards and procedures encompassed by the duties of the position. There is scope to exercise discretion in the application of established standards and procedures.

The effect of decisions and actions is limited to the internal procedures and processes of the Early Years Centre and its individual clients (children and families) unless otherwise determined at leadership team meetings or in consultation with the Operations and Facilities Manager and

Chief Executive Officer.

