

Children Services



Position Description	
Position Title	Operations Director Children Services
Program Location	Head Office
Reports To	Executive Director Children's Services
Direct Reports	8 (6 x ECS Directors, OSCH Director, Intake Assistant)
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 7
Community Services #1 Capability Level	Level 7
Objective	<p>The primary purpose of the position is to oversee the day to day operations of Community Service 1's (CS#1) early education and out of school hours care services.</p> <p>The position will harness opportunities for service growth and staff engagement, with a focus on delivering Children Services executive program strategic outcomes in line with legislative and regulatory standards and frameworks.</p>
Key Accountabilities and Capabilities	<p>Manage and direct operations for Children Services early education and out of school hours care programs in line with CS#1's strategic plan and priorities.</p> <p>Lead and mentor service Directors to achieve CS#1's strategic education and care outcomes through their teams, in line with sector legislative and regulatory requirements. Identify skills areas where Directors need assistance and respond with appropriate training solutions in line with work requirements.</p> <p>Ensure a high level of employee performance is achieved across Children Services through effective recruitment, performance management and employee development.</p> <p>Assess professional development requirements for the collective Children Services workforce in the areas of capability, performance and compliance. Respond with appropriate learning solutions, developing tailored programs and activities and facilitating delivery to complement work requirements.</p>

	<p>In line with the Compliance Framework, conduct proactive compliance risk assessments across all services, reporting on gaps/trends/risks and providing recommendations to the Executive Director.</p> <p>In line with the Compliance and Pedagogy Frameworks, develop, implement and evaluate policies and procedures to support Children’s Services operations.</p> <p>Develop and maintain strong working relationship with key stakeholders across the education and care sector.</p> <p>Ensure complaints are managed in a timely and consistent manner and recorded appropriately. Ensure teams comply with reporting obligations, particularly obligations to sector regulatory bodies.</p> <p>Develop, implement, promote and evaluate strategies for increasing service occupancy and family retention.</p> <p>In partnership with internal stakeholders, implement a framework of continuous evaluation and improvement of service and program delivery, applying risk management practices.</p> <p>Lead the services through assessment and rating, supporting services and staff to continuously work towards highest performance rating.</p> <p>Plan and manage Children Services’ financial resources and report on Children Services’ financial management, strategic and operational achievements.</p> <p>Maintain accurate client information records, whilst adhering to ethical privacy and confidentiality principles.</p> <p>Perform other duties as directed, commensurate with the skills and expectations of the role.</p>
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Selection Criteria	
<p>Required Qualifications, Skills and Experience</p>	<p>Diploma of Early Childhood Education and Care and a minimum of 3 years’ experience in a relevant role.</p> <p>Demonstrated experience managing the daily operations of multiple service delivery centres, including financial management, prioritising and problem solving in a diverse, dynamic team environment.</p> <p>Demonstrated experience leading, mentoring and developing service managers across multiple locations to deliver strategic outcomes and measureable operational improvement.</p> <p>Demonstrated experience in successfully creating a culture of continuous program improvement and empowering teams and individuals to speak up when they see opportunity for improvement.</p>

