

**POSITION:** Assistant Centre Manager  
**REPORTS TO:** Centre Manager  
**DATE UPDATED:** November 2019

#### ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

#### JOB CONTEXT

Melbourne City Mission provides a range of early learning services to help with children's development in their early years including early learning centres and kindergartens providing safe and nurturing learning environments where play is used as a method of learning.

We recognise that the early years are critically important for all children and with the right supports in place they can get the best possible start in life. Our tailored supports and linkages create an integrated early years offering, making sure that the wellbeing of children who face challenges is enhanced through the services we provide.

MCM Early Years Hub Doreen has a warm atmosphere with a friendly working environment where children feel safe and supported by all. The service holds 120 places a day for children aged between 6 weeks-old to 6 years-old. The aim at MCM Doreen is to provide the community a service that they have never had before by recognizing each family's needs individually.

#### JOB PURPOSE

The Assistant Centre Manager will assist the Centre Manager in managing the daily operations of the early learning centre and support the provision of high quality, responsive early childhood programs, through collaborative partnerships with families, other professionals and the local community.

#### JOB OBJECTIVES

**Duties of this role may include but are not limited to the following:**

- Assisting the daily operational management of the early learning centre to ensure it is always compliant with Education and Care Service National Regulations.
- Acting as the responsible person in charge of the centre in the absence of the Centre Manager

- Providing leadership, guidance and support to educators, children and families in the centre's service delivery.
- Supporting staff to develop and enhance their knowledge in the National Quality Frameworks by role modelling 'best practice' standards and providing leadership in the 'cycle of planning'
- Maintaining a high-quality program for individual children, and professional staff, ensuring a supportive, positive, safe environment for all.
- Reviewing and evaluating the development and implementation of early learning programs to ensure appropriate programs are delivered in safe and nurturing environments.
- In consultation with the Centre Manager, ensuring the centre is compliant with the requirements of the Education and Care Service National Regulations and the expectations of the Early Years Learning Framework as well as the Quality Improvement Plan processes
- Assisting educators with routines, learning objectives, engaging learning environments and staff learning requirements across of children's rooms.
- Working collaboratively with other educators to continuously enhance the quality standard of early learning programs delivered.
- Managing and resolving any service matters including compliments and complaints with internal and external stakeholders and families
- Always maintaining confidentiality of all service delivery and staffing matters
- Escalating issues relating to the operations of the centre to the Centre Manager as necessary in a timely manner
- Assisting the Centre Manager to perform regular audits of the centre to ensure that it is always meets service, compliance and organisational requirements.
- Conducting centre tours with prospective families at a high level of engagement and connectiveness with the aim to achieve high conversion rates (i.e. tours converting to enrolments) and increase occupancy rate.
- Assisting in the recruitment and selection of educators
- Assisting the Centre Manager with administration duties including filing, payment of accounts, attendance records, absences, payroll, purchasing, training, etc.
- Assisting in the rostering and management of staff to ensure that service requirements are always met and agency staff usage is minimised.
- Effectively coordinating and overseeing student placements at the centre
- Participating in meetings, debriefing, supervision, training, and other relevant forums
- Ensuring services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Performing other duties and responsibilities, as directed by the Centre Manager or delegate.

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

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|-------------------------------|---|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• Early Childhood Intervention Services</li> </ul> |
|-------------------------------|---|

- Cradle 2 Kinder
- Operations Manager, Early Years
- People & Culture
- Property & Procurement

**External Relationships**

- Maternal Health Nursing services
- Local primary schools
- Local Council Early Childhood division

## KEY SELECTION CRITERIA

### Essential:

- A Diploma in Early Childhood Education & Care or equivalent qualifications approved by ACECQA
- Current Asthma, First Aid and Anaphylaxis intervention Certificates
- Demonstrated commitment to providing a safe, caring, non-judgemental and supportive environment for children and their families
- Experience with, awareness of and commitment to the National Early Years Learning Framework
- Considerable experience in early childhood settings
- Experience in the operation of the childcare accounting program, Qikkids
- Effective communication and interpersonal skills to work with children and their families
- Effective time management and organisational skills
- Experience in the implementation of the Quality Improvement Plan with the ability to demonstrate reflective practice.
- **An understanding of the requirements for ensuring child safety.**
- Computer literacy that enables effective documenting of programs and reflection journals
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.
- Internet-enabled device for Time & Attendance when working offsite.

### Desirable:

- Demonstrated experience in centre management or leadership role
- Good knowledge in the NQF and cycle of planning
- Have gone through the Assessment and Rating process

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

**Client Wellbeing and Safety:**

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

**Operational Accountability:**

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

**COMPLIANCE**

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

**LEADERSHIP CAPABILITY FRAMEWORK**

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<p><b>Customer Focused</b> We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.</p>
<b>PARTNERSHIPS</b>	<p><b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
<b>REPUTATION</b>	<p><b>Doing Our Best</b> Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.</p>

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**PEOPLE**      **Resilience & Bounce Back**  
Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.

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**PEOPLE**      **Wins Hearts & Minds**  
Contributes to an environment where people want do their best work, and show commitment to the One MCM Purpose and Philosophy.

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**PEOPLE**      **Safety First**  
Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

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## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

**Together**      We are inclusive and accepting of difference.  
We work in highly effective teams and our people are connected across our organisation.  
We engage proactively with others to deliver outcomes.

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**Courageous**      We speak up constructively in line with our convictions.  
We pursue our goals with determination.  
We are passionate about our advocacy role.

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**Curious**      We are inquisitive and ask why.  
We challenge the status quo.  
We actively explore the alternatives.

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**Open**      We are transparent and have genuine, honest interactions.  
We listen and hear people's voices.  
We value and respect the autonomy of clients.  
We trust one another.

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**Accountable**      We act safely in all our interactions.  
We manage within our financial and resource boundaries.  
We own our outcomes and decisions.  
We are proud of the work that we do.