

POSITION: Centre Manager
REPORTS TO: Operations Manager – Early Years
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

The Hartnett House Children’s Centre works in partnership with families, the wider community, other Melbourne City Mission Services and other support services to provide a quality educational program for children based on children’s individual needs and interests.

The Centre currently has 126 places open to the community. We work closely with other services that access our on-site Integrated Program Room; Early Childhood Intervention, Playgroups, Training programs and encourage close relationships with other Melbourne City Mission services. Moreland City Council Maternal and Child Health nurses also operate from the site.

JOB PURPOSE

The Centre Manager assists and supports employees to develop quality educational programs based on the Early Years Learning Framework in accordance with current regulations and ACECQA standards.

The Centre Manager will facilitate the day to day running of the Centre and lead a large team of employees, supporting them to engage in reflective practice and maintain their knowledge of the best practice in early childhood education.

The Centre Manager will ensure compliance with all regulatory and organisational requirements, including high quality educational programs, ensuring a professional workplace culture, while fostering a supportive, positive, safe environment for all.

The Centre Manager will be the nominated supervisor for the child care centre.

JOB OBJECTIVES

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

- Undertake the overall management of the Early Learning Centre ensuring a high quality, cost effective service that meets the needs of the children and their families.
- Ensure that the Centre is inclusive and provides age and developmentally appropriate programs, which promote the physical, social, emotional, intellectual, educational and cultural needs of the children attending the Centre.
- Develop the role of the Educational Leader in determining the educational direction of the service in relation to children's curriculum by promoting critical reflection.
- Ensure all requirements relating to the Early Learning Centre are met - regulatory, budgetary, quality and assessment requirements.
- Lead the implementation of the Quality Rating & Assessment System and the Early Years Learning Framework.
- Ensure the Centre is compliant with the requirements of the **Education and Care Services National Regulations** and the expectations of the Early Years Learning Framework.
- Lead a collaborative team to develop and implement a well thought out and achievable QIP.
- Prepare and submit KIM and ISS submissions and documentation as needed in consultation with Educators.
- To keep abreast of best practice in early childhood and current issues impacting the delivery of quality services.
- Provide leadership, guidance and support to the team and families.
- Work with other Melbourne City Mission services and employees in delivering an integrated, innovative suite of services for children and families.
- Ensure that OH&S obligations and standards are met across the site.
- In collaboration with the Operations Manager, manage employee recruitment, facilitate meetings, and provide employees with supervision and team development.
- The appointee will be expected to commit to Melbourne City Mission's mission, vision and values and align their work to the organisation's strategic objectives.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Operations 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:

Internal Relationships	<ul style="list-style-type: none"> • Employees Hartnett House and other Melbourne City Mission Early Learning Centres • Employees in the Early Years, Education and Employment division.
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- Employees from People & Culture
 - Moreland City Council
 - The Department of Education and Training
 - Families
- External Relationships**

KEY SELECTION CRITERIA

Essential:

- Minimum qualification of a Diploma in Children Services recognised by ACECQA under the Education and Care Services National Regulations.
- Current Asthma, First Aid, Anaphylaxis intervention Certificates and CPR.
- Significant industry experience managing an Early Childhood Service.
- Demonstrated experience in developing, planning and implementing innovative programs that reflect the community's needs.
- Experience in the implementation of the Quality Improvement and Assessment process for early childhood settings.
- Demonstrated understanding of and commitment to the National Early Years Learning Framework, the National Quality Standards and the Assessment and Rating Process.
- Experience in building and supervising effective work teams and managing organisational change.
- Demonstrated experience and ability to manage centre budgets.
- Computer literacy, including experience in the operation of the childcare accounting program; Qikkids.
- Excellent interpersonal and networking skills with the ability to establish and maintain effective relationships with a diverse range of people.
- Well-developed written and verbal communication and negotiation skills.
- Strong organisational and time management skills with the ability to prioritise tasks.
- An understanding of the requirements for ensuring child safety.
- Satisfactory completion of safety screening including a current Victorian Working with Children's Check, National Police Check, International Police Check (if required), a current Driver Licence and the right to work in Australia.
- An internet enabled mobile phone, for time and attendance.

Desirable:

- Experience working in an integrated setting will be highly regarded.
- Experience in delivering service with 100 or more places within the context of a wider suite of services.

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
PARTNERSHIPS	Influence & Persuasion Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.
PARTNERSHIPS	Resolves Disagreements Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties.
PARTNERSHIPS	Credibility & Integrity Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.

PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
PEOPLE	Wins Hearts & Minds Contributes to an environment where people want to do their best work, and show commitment to the One MCM Purpose and Philosophy.
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.

OUR VALUES

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

Together	<p>We are inclusive and accepting of difference.</p> <p>We work in highly effective teams and our people are connected across our organisation.</p> <p>We engage proactively with others to deliver outcomes.</p>
Courageous	<p>We speak up constructively in line with our convictions.</p> <p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
Curious	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
Open	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
Accountable	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>