

POSITION: Centre Manager
REPORTS TO: Operations Manager – Early Years
DATE UPDATED: January 2021

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 diverse community support 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

MCM Early Years Hub - Hartnett House works in partnership with families, the wider community, other MCM services and external 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 Service, playgroups, training programs and encourage close relationships with other MCM services. Moreland City Council Maternal and Child Health nurses also operate from the site.

JOB PURPOSE

The Centre Manager ensures the effective day to day running of the centre and effective leadership of a team of educators and administrative staff to deliver education practices based on the Early Years Learning Framework in accordance with current regulations and Australian Children's Education & Care Quality Authority (ACECQA) standards.

The Centre Manager will act as the nominated supervisor for the Early Childhood Centre and the second in charge (2IC) to the Operations Manager.

JOB OBJECTIVES

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

- Effectively managing centre and ensuring a high quality, cost effective service that meets the needs of the children and their families.
- Acting as second-in-charge in the absence of the Operations Manager and ensure effective operations management across all Early Years Hubs.

- Leading and developing educators (alongside the Educational Leader) to deliver high quality educational programs including engaging in reflective practice and develop their knowledge and skills early childhood education best practice.
- Leading and implementing the educational direction of the service in relation to children's curriculum by promoting critical reflection in partnership with the Educational Leader.
- Ensuring 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.
- Ensuring the centre is always compliant with regulatory and organisational requirements including Quality Rating & Assessment system, Education and Care Services National Regulations & Laws, the expectations of the Early Years Learning Framework, budgetary, employment safety screening, occupational health & safety, etc.
- Effectively developing and maintaining relationships with children, their families and stakeholders.
- Effectively managing staffing to adequately deliver services; this includes effective roster and staffing management and efficiently recruiting to vacant positions.
- Effectively managing compliments, complaints and conflicts arising from staff, families or stakeholders to appropriate resolutions.
- Effectively managing staff performance and professional development to ensure they are performing to effectively deliver education and services to children and their families.
- Effectively engaging with other MCM services to ensure integrated and innovative program and service delivery for children and families.
- Conducting centre tours with prospective families and successfully converting tours to enrolments.
- Lead and complete funding application/submission processes (e.g. Inclusion Support Funding) in consultation with education staff.
- Lead the implementation of the Quality Rating & Assessment System and the Early Years Learning Framework.
- Leading the development and implementation of Quality Improvement Plans.
- Effectively responding to and managing centres incidents to appropriate outcomes.
- Keeping abreast of early childhood best practice and current issues impacting the delivery of quality services.
- Assisting in Early Years projects that are planned for throughout the year and will be a part of delivery outcomes for both MCM Early Years Hubs.
- 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 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:

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|-------------------------------|---|
| Internal Relationships | <ul style="list-style-type: none"> • Employees of Hartnett House and other Melbourne City Mission Early Learning Centres • People & Culture • Corporate Services |
| External Relationships | <ul style="list-style-type: none"> • Moreland City Council • Department of Education and Training • Families of children attending centre |

KEY SELECTION CRITERIA

Essential:

- Minimum qualification of a Diploma in Children Services recognised by ACECQA under the Education and Care Services National Regulations.
- Demonstrated substantial experience managing a successful child care service including experience in incident response and management and performance management.
- Strong leadership skills with the ability to coach and develop a high performing team.
- Current Asthma, First Aid, Anaphylaxis intervention Certificates and CPR to be maintained by the employee.
- Effective communication and customer service skills to build rapport and engage children, families and other stakeholders.
- Effective time management skills and task prioritisation skills.
- 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.
- An understanding of the requirements for ensuring child safety.
- Business acumen with an understanding of how staffing and operational decisions impact the bottom line.
- Computer literacy, including proficiency in Microsoft Office suitable
- Satisfactory completion of safety screening including a National Police check, 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.

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.
- All employees are subject to MCM's Employment Safety Screening Procedure.

LEADERSHIP CAPABILITY FRAMEWORK

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

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	Customer Focused 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.
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	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	Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
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	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.
Courageous	We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.
Curious	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
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.
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.