

Position Description

Position:	Manager Early Years and Family Services
Incumbent:	Vacant
Key Result Area:	Community Wellbeing
Classification:	Senior Executive Officer
Award name:	Victorian Local Authorities Award 2001 varied by the Towong Shire Council Enterprise Agreement 2018
Employment term:	Permanent
Employment type:	Full Time
Worksite location:	Tallangatta Office
Reports to:	Director Community and Planning
Supervises:	Early Years Area Coordinators (2) Quality and Governance Administrator Maternal Child Health Nurse – Team Leader
Approved by:	Chief Executive Officer
Date approved:	November 2024
Document type:	Position Description
Reference:	Personnel

POSITION OBJECTIVES

- Demonstrate positive and supportive behaviours, consistent with Towong Shire Council’s values, towards all staff, contractors, and Councillors.
- Embrace innovation, technology, and sustainability in delivering the objectives and key responsibilities of the role.
- Oversee the delivery of high-quality early childhood education and care services within Towong Shire.
- Provide strategic leadership, operational management, and foster positive relationships with staff, families, and community stakeholders.
- Ensure compliance with regulatory requirements, drive continuous improvement, and advocate for the municipality's well-being and development of children and families.

KEY RESPONSIBILITIES AND DUTIES

Strategic and operational management

- Lead the development and delivery of Council’s early years and family services including: early years centers, three and four year old kindergarten, maternal and child health services, immunisation programs, OSHC programs, and supported playgroup programs ensuring they meet the needs of children and families.
- Develop, implement, and monitor indicators, to assess program effectiveness and service standards, and provide regular reporting to the Director of Community and Planning on these matters including strategies for continuous improvement.

- Ensure the successful development and management of contracts, service agreements, funding applications and agreements for the delivery of early years and family services functions, ensuring alignment with organisational objectives, relevant legislative requirements, and policies and procedures.
- Establish, maintain, and enhance networks, working relationships and contacts with local and regional government departments, agencies and service providers to progress service planning, activities, and programs across early years and family services functions.
- Lead, monitor and review the implementation of the relevant elements of the Council Plan, subsequent plans, strategies and Council Policies.
- Lead, monitor, and review the overall operational budgetary and financial responsibility for relevant areas and provide advice on best practice, efficiencies and innovation to ensure best value to Council.
- Actively maintain a strong knowledge and understanding of industry standards, reforms and innovation and apply this as part of the strategic advice and high-level support provided to the Director Community and Planning.

People Management

- Provide operational management, technical knowledge and expertise to the teams and individuals responsible for the delivery of the early years and family services functions.
- Provide leadership and management to direct reports to support their continued development and learning including conducting regular 1:1's, quarterly workplans, and annual reviews with direct reports in line with Council's Enterprise Agreement, policies and procedures, ensuring individual and organisational objectives have been met.
- Foster a supportive and inclusive culture and working environment and ensure direct reports are supported to provide leadership, management and continued development to their direct reports.
- Ensure staff have a full understanding of their roles and responsibilities under Council policies relevant to them.

SHARED ORGANISATIONAL RESPONSIBILITIES

Customer Service and Community Engagement

- Provide a high level of internal and external customer service consistent with Council values.
- Liaise with customers and council staff to establish and resolve issues of service provision and project delivery.
- Ensure all customer requests are responded to in a timely manner and interactions recorded in Council's Customer Relationship Management system.
- Work with the communications and engagement team to prepare an appropriate communication/engagement plan as an integral part of project delivery and ensure the provision of timely and regular information relative to specific projects and service delivery.

Risk Management

- Ensure Council's Risk Management Policy and Procedures are observed and complied with at a personal level.
- Ensure compliance with the Privacy and Data Protection Act 2014 (Vic) and treat all information of a sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner.

- Report on any matter that may have a potential risk exposure to the organisation, fellow employees, contractors, or the public.
- Maintain confidentiality when performing the duties of the position and in liaising with internal officers, outside organisations, and customers.
- Create and capture full and accurate records of your work-related decisions and activities in Council's Corporate Management System in line with Record Management guidelines.
- Ensure early years and family services employees are suitably trained and qualified to perform at the level required for their role; ensuring correct ratios and supervision as required.

Occupational Health and Safety

- Ensure Council's Occupational Health and Safety Policy and Procedures are observed and complied with at a personal level.
- Ensure that no actions taken by the officer interfere with or place at risk the health and safety of any person at the workplace; including employees, volunteers, or community members (including children).
- Participate in programs designed to monitor and protect the health of self and others in their workplace.

Emergency Management

- Actively participate in and contribute to Council's Emergency Management processes, training and response as outlined in the Municipal Emergency Management Plan.

Other Duties

- Fulfill any other duties as directed by the Director Community and Planning that are reasonably within the limits of the employee's skills, competence, and training.
- Identify and recommend opportunities to continually improve Council's processes, systems, and service levels.

Additional Factors

- This position will require you to work at various locations within the Towong Shire.

POSITION CAPABILITIES

Accountability and extent of authority

- Under the guidance of the Director Community and Planning, authority is extended to decision and policy making within the areas managed not requiring a direct Council resolution, within the constraints of the Council Plan, policy and delegations, statutory obligations and budget.
- Accountable for the achievement of responsibilities and duties detailed in this position description.
- Responsible for ensuring all legislative and regulatory requirements relevant to the department are adhered to.

Judgement and decision making

- Responsible for the development of policy and strategic plans providing advice and guidance to employees, community, and the organisation as a whole.
- Ability to solve problems, using creative and innovative ideas to resolve complex or technical problems not previously experienced.

Specialist knowledge and skills

- Extensive knowledge of legislative requirements and industry best practice within areas managed preferably within a local government context.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- A sound knowledge of budgeting and relevant accounting and financial procedures.

Management skills

- Highly developed skills and the ability to provide effective leadership and management, and to develop confidence and motivation in members of staff, the community and stakeholders.
- Highly developed skills in managing time, setting priorities, planning, organising one's own work and those of other employees, whilst managing conflicting pressures to meet specific objectives in the most efficient way possible.
- Understanding of, and an ability to implement, personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee development schemes.
- Lead and manage the team, ensuring they have training and development support in place to meet their position requirements, foster a positive culture and working environment, and proactively manage underperformance and problem behaviour.

Interpersonal skills

- Excellent verbal and written communication skills to ensure consistency and clarity of advice.
- Ability to develop and maintain collaborative relationships with internal and external stakeholders to gain cooperation and achieve work outcomes.
- Ability to gain cooperation and assistance from customers, the public and other employees in the administration of broadly defined activities, and employees in the supervision of these employees.
- Ability to lead, motivate and develop employees.
- Strong oral and written communication skills with the ability to write reports and/or external correspondence.

Qualifications and experience

- Tertiary qualifications in a relevant discipline, and extensive relevant experience in service provision.
- Experience at middle management level in local government, private/public sector or a multi-functional organisational environment.
- Extensive experience in applying contemporary principles and practices of early childhood health and education including the understanding frameworks, legislation and regulation.

KEY SELECTION CRITERIA

1. Tertiary qualifications in a relevant discipline, supported by middle management experience and further professional development.
2. Sound knowledge and demonstrated track record in service provision relevant to young children and families, with considerable experience in applying contemporary principles and practices of early childhood health and education, including the understanding frameworks, legislation and regulation.
3. Sound knowledge of issues, needs, funding policies, developments, and trends in areas relevant to this position including the Commonwealth and State direction for young children and families.
4. Demonstrated skills in managing and developing individuals and teams with a proven ability to build collaboration as a means of achieving organisational priorities.
5. Highly advanced organisational and planning skills, with demonstrated experience managing budgets and following financial policies and procedures.
6. Highly advanced ability to influence, negotiate and gain co-operation with community members and key stakeholders to achieve specific and set objectives.

PHYSICAL WORKING CONDITIONS

Type of Hazard	Frequency					
	Rarely		Regular		Often	
	1	2	3	4	5	6
Noise eg. chainsaw	X					
Manual Handling eg. lifting		X				
Operation of heavy machinery eg. tractor	X					
Confined spaces eg. sewerage lines	X					
Hazardous substances eg. herbicide	X					
Heat and exposure eg. outdoors		X				
Isolation eg. tip supervision	X					
Sedentary eg. computer operation						X
Dusty environment eg. quarry	X					

Key: Rarely: once monthly for say ½ hour
 Regularly: once weekly for say 1 - 2 hours
 Often: once daily for say at least 3 hours

This position description has been approved by the Chief Executive Officer.



Juliana Phelps
 Chief Executive Officer
 Date: 15 November 2024

Acceptance of position description

I,, have read and accept the conditions of the Manager Early Years and Family Services Position Description outlined above and agree to abide by Towong Shire Council policies and procedures.

I understand that any information I have given in my application for employment, or any statement found to be deliberately misleading, or any information that has been omitted will make me liable for dismissal.

Signature:

Date: