

Children Services Coordinator

Incumbent	VACANT						
Department	Corporate and Community Services						
Main Purpose of the Role	<p>To provide leadership, management and specialist knowledge to Greater Hume Childcare Centres by building strong and effective internal teams and external stakeholder relationships.</p> <p>To perform the role as Nominated Supervisor for all centres and OSHC services. Lead and mentor Council's Early Childhood Centre Directors, Team Leaders and Educators across four sites.</p> <p>In liaison with Children Services Manager, work within operational budgets to provide sustainable Early Childhood Services, consistent services across all sites and manage the daily operations of the service.</p>						
Reports to	Children Services Manager						
Staff Supervised	Centre Director, Centre Team Leaders and OSHC Team Leader						
Hours of Work	Full Time – 35 hours per week, 9 day fortnight						
Salary	Grade	17	Band	3	Level	3	Step
Last Reviewed	April 2025						

Key Responsibilities

- Lead and mentor Council's team of Early Childhood (EC) Educators to embed the service goal of exceeding practice across every aspect of operations including compliance, legislation and regulations within the context of our vision and philosophy
- Oversee and effectively manage budgets, staff resourcing and programs
- Provide mentoring support and technical advice in relation to assessment and rating practices
- Champion and advocate the benefits of early learning and high-quality outcomes
- Lead and inspire nature pedagogical processes and practice in centre based (CB) environments
- Develop, review and imbed centre-based culture that promotes and encourages creativity, innovation and continuous improvement
- Mentor and develop strategies for teams/educators to build strong relationships with families through effective communication and engagement strategies
- Continuously strive to improve education and care programs and ensure they are delivered in safe environments and developmentally and culturally appropriate for the children, their families and employees
- Support Centre Director and Team Leaders to identify children's abilities and needs, and support children and families to access relevant assessment and early childhood intervention. Support the provision of inclusion, quality programs and practices with guidance from KU (Inclusion Support Agencies)
- Maintain current knowledge of the Child Safety Standards and ensure compliance to National Law across all Council Child Care Services and ensure a child safe culture is embedded into the organisation.
- Lead and direct Centre Directors and Team Leaders through incident reporting and ensure all incidents are appropriately reported to the governing bodies and managed effectively.
- Build relationships and engage with local communities to create strong ties and raise Greater Hume Children Services profile within the community
- Ensure and report on service compliance with the Education and Care Services National Regulations, Code of Ethics, Education and Care Services National Law and National Quality Standards including:
 - Any relevant notifications required to be made to regulatory body
 - Informing Management of all notifications or near miss events
- Act as the escalation point to appropriately identify, manage and resolve issues pertaining to Department, Staff, Centre, Children and Families.
- Actively seek opportunities for professional development and research on Early Childhood
- Support Centre Directors and Team Leaders in preparation for Assessment and Rating
- In partnership with community services teams plan and deliver joint programs e.g. with Customer Relations (library programs).
- Collaborate with stakeholders and implement policies and procedures in line with regulatory requirements to ensure a healthy and safe environment.
- Collaborate with other Council employees and represent Council in a professional and appropriate manner.

Authority and Accountability

- Nominated Child Safety Officer as specified in Council's Child Safety Policy
- Support Centre Based nominated supervisor and/or responsible persons, with the exception of leave approved in advance where an alternative supervisor is arranged. Can be contactable at any time via mobile phone or ensure an alternative emergency contact person is available
- Policy and procedures are readily available but the job holder is required to use judgment skills to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction.
- Decisions made by the job holder affect the work and activities of others within the department
- Significant planning is required to assure the appropriate sequence of activities and co-ordination of resources.

Judgement and Problem Solving

- Problems are solved by using research, analysis, and evaluation of information, which is often not readily available. Judgment is important, as there is often no right or wrong solution
- The job holder must evaluate a variety of issues in more complicated situations. Considerable and adaptive thinking will be required.

Management Skills

- The job holder is responsible for the direction and co-ordination of operations of a branch function within Council
- The person initiates action in the following work areas:
 - Evaluating performance for Centre Directors, Centre Team Leader and OSHC Team Leader
 - Approving overtime for Centre Directors, Centre Team Leaders, OSHC Team Leader
 - Recommending employees
 - Handling employee complaints alongside Children Services Manager
 - Disciplinary actions
- The job holder approves and makes final decisions in the following work areas:
 - Assigning work activities to Centre Directors, Centre Team Leaders, OSHC Team Leader
 - Coaching and advising Centre Directors, Centre Team Leaders, OSHC Team Leader
 - Identifying training and development needs for Centre Directors, Centre Team Leaders, OSHC Team Leader and Educators;
 - Authorising Centre Directors, Centre Team Leaders and OSHC Team Leader timesheets
 - Approving leave for Centre Directors, Centre Team Leaders and OSHC Team Leader.

Interpersonal Skills

- This job requires written communication skills, which enable the job holder to write correspondence, reports, and submissions that require original sentence and paragraph construction and wording
- Responsible for resolving unusual, non-recurring inquiries or problems. May also be responsible for resolving disputes between customers
- Responsible for team building and team development
- This job requires communication skills, which enable the job holder to perform the following activities:
 - Exchange/explain information;
 - Explain situations;
 - Advise, recommend or counsel;
 - Train one-to-one;
 - Market, sell, persuade, influence;
 - Negotiate agreements;
 - Resolve conflict;
 - Counsel on problems;
 - Participate in meetings/group discussions;
 - Conduct meetings/lead group discussions; and
 - Make formal presentations or speeches.

Essential Criteria for Appointment

- Diploma Children Services, or Bachelor of Early Childhood Education
- Demonstrated ability to lead and inspire a diverse team across a range of early childhood education services
- Effective delegation skills
- Excellent skills in using Microsoft Office applications such as Word, Excel and Outlook
- Training and Assessment Competency
- Inclusion Support knowledge and experience
- In-depth knowledge of National Quality Framework and Early Years Learning Framework with assessment and rating experience
- Working with Children Check
- Current Accredited Child Protection Training
- First Aid Certificate
- National Police Check
- Current Class 'C' Drivers Licence

Part 4 – RWHS Responsibilities Accountabilities and Authorities

The following responsibilities, accountabilities and authorities set out hereunder form part of your job description.

RWHS Responsibilities

- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work to your Supervisor
- Comply with all safe work practices and procedures set in place by Management (following consultation with relevant employees) and to observe all instructions issued to protect your health and safety or the health and safety of others
- Only undertake tasks that you have been appropriately trained in, and are qualified and competent to undertake in accordance with SafeWork NSW and other requirements
- Work towards achieving set RWHS targets and target completion times
- Support Rehabilitation in the workplace
- Cooperate with Council in the fulfilment of obligations placed upon Council in accordance with the current Work Health and Safety Act and Regulations
- Participate in workplace RWHS inspections
- Be vigilant and report risks that may affect persons outside Council i.e. members of the public, visitors, etc. Such risks may be due to deterioration in roads, footpaths, parks, drains and other infrastructure
- Ensure any RWHS Records are created and maintained in accordance with Council's policies and procedures
- Assist Management and/or trained staff in conducting RWHS Risk Assessments and in the implementation of control measures

RWHS Accountabilities

- Following all Council Safe Work Practices and Procedures
- Reporting all incidents, accidents and injuries prior to completion of work on the day
- Participating in Team meetings
- Complying with all externally issued safety and health instructions issued by SafeWork NSW and government Agencies
- Attending all compulsory and relevant training

RWHS Authorities

- To fix any problems/hazards within your scope of responsibility and financial delegation
- To immediately report any problem/hazards outside of your scope of responsibility or financial delegation to your Manager, Supervisor or Team Leader for immediate action

Critical Physical Factors

The following Critical Physical Factors are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these Critical Physical Factors as an inherent requirement of their employment.

- Ability to lift 15kgs floor to shoulder height occasionally
- Ability to squat and kneel on one or both knees occasionally for periods of 5 minutes
- Capacity to maintain fine hand and finger use during periods of sustained computer use
- Ability to climb steps/stairs occasionally
- Capacity to stand for sustained periods
- Ability to occasionally push and manoeuvre loaded trolley containing office equipment and other materials
- Capacity to sit for sustained periods
- Ability to alternate between sitting and standing constantly.

Delegations

- In accordance with Council's adopted Delegations Register.

Special Conditions of Employment

- A **“Working with Children Check”** and **“National Criminal Record Check”** is required for this position. Checks must be undertaken by the preferred candidate prior to formal appointment to the position, at Council's expense
- This position has been identified as **“child-related employment”** under the Commission for Children and Young People Act 1998. Relevant criminal history and apprehended violence order checks, structured referee reports and prior employment checks, including relevant disciplinary proceedings will be conducted on recommended applicants
- **It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position.** As an applicant for a child-related employment position you will be required to make a disclosure as to whether you are a prohibited person, that is, someone who has been convicted of a serious sex offence.
- Leaseback Vehicle under Council's Leaseback Vehicle Agreement.

Additional Duties

- This position has been identified in the Greater Hume Council First Aid Procedure as being a First Aid Officer. Access to a first aid kit and appropriate training and vaccination will be provided to fulfil these duties. No allowance is paid.