

POSITION DESCRIPTION

Service Manager

Essential Qualification(s):	Min. ACECQA Diploma (Children's Services) or equivalent in early childhood	Essential licence(s):	Ability to obtain Positive Blue Card and Working with Children Check Senior First Aid Certificate Queensland or South Australia Driver's licence
Classification:	AEIOU Enterprise Agreement	Location:	Relevant centre
Delegation of Duties:	Head of Service Delivery	Authorities in your absence:	Head of Service Delivery

AEIOU Foundation

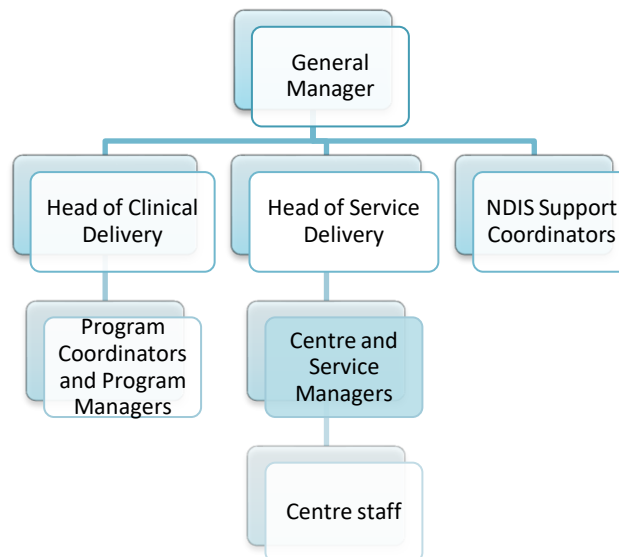
AEIOU Foundation's evidence-based intensive early intervention program provides opportunities for children with autism to achieve lifelong outcomes.

Our program is designed for children aged 2 to 6 years who have moderate to severe needs. Our curriculum, which meets international standards, is delivered by a transdisciplinary team of qualified therapists and educators, with a high staff-to-child ratio.

AEIOU Foundation is proud to employ highly qualified and experienced staff across our centres and we are committed to maintaining and improving skills and knowledge through a rigorous professional development program.



Reporting Relationships



Position Purpose

This position is responsible for managing the daily running of the centre and staff management. The manager is responsible for ensuring that AEIOU meets its objectives to provide the very best learning environment for children and to support parents and families, whilst ensuring the service complies with all relevant legislation.

Key Duties

Service and Organisational Leadership	<ul style="list-style-type: none"> Act as a professional role model and a credible resource by demonstrating and disseminating knowledge and expertise in operational leadership Assume the responsibilities associated with being the Nominated Supervisor Focus on continued improvements to service improvement, seeking internal and external information to ensure that best practice is achieved Delivery of training to staff and parents
Consultation with Program Manager and other internal stakeholders	<ul style="list-style-type: none"> Recruitment and selection for transdisciplinary team Co-lead intake and orientate new families to the centre Orientation, performance reviews, development needs, performance improvement plans and performance management processes, where required. Coordination of volunteer and student placements Service and Staff related client issues and complaints Standards required by state regulations and national accreditation standards are adhered
Staffing	<ul style="list-style-type: none"> Efficient and effective of operational and staffing administration, including e.g. rostering; staff induction
Representation	<ul style="list-style-type: none"> Representation at centre management team meetings, parent forums and information sessions as required Representation at centre based out-of-hours activities as required – e.g. fundraising events, parent meetings and parent forums To work with parents to build a relationship where they may volunteer for auxiliary responsibilities, eg. Resource making, MyTime coordinator, fundraising coordinating, Parent Forum chairperson, parent liaison representative.

Organisational responsibilities

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| <ul style="list-style-type: none">• A commitment to meeting and exceeding AEIOU's vision and mission.• Role model and embrace the organisation's values.• To promote AEIOU to the broader community.• Utilise AEIOU resources and equipment efficiently, economically and honestly. | <ul style="list-style-type: none">• Ensure conduct reflects our commitment to a workplace that is inclusive and free from harassment.• To comply with AEIOU policies and procedures at all times, including Workplace, Health and Safety directives and practices. |
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Key Selection Criteria

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| <ul style="list-style-type: none">• Previous leadership experience within the early childhood or disability sector is essential.• Strong written and oral communication skills together with a strong customer service focus.• Leadership skills necessary to foster an environment of innovation and team commitment.• Excellent people management, conflict resolution, and negotiation skills. | <ul style="list-style-type: none">• Minimum qualification is an approved ACECQA diploma or equivalent in early childhood• Familiarity and understanding of the EYLF and Queensland Kindergarten Curriculum Guidelines• Proficient in MS Office Suite
Experience in working with children with an ASD preferable or willingness to learn ASD specific techniques |
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