

Position Description



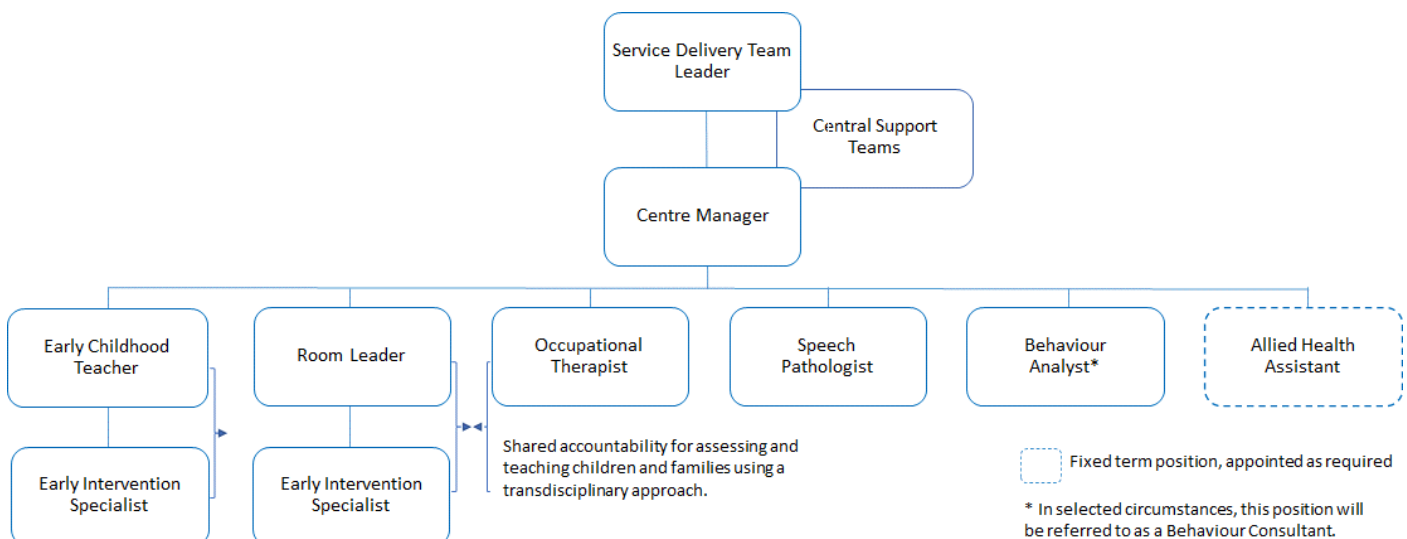
Centre Manager

Tenure/Status:	Permanent Full-time	Location:	Various
Classification:	EBA	Probation Period:	6 months
Reporting to:	Service Delivery Team Leader	Other:	

Position Purpose

The Centre Manager is responsible for leading and managing a transdisciplinary team to provide high quality early intervention strategies and teaching (within the AEIOU framework) to all enrolled children and families. This position is responsible for establishing and maintaining authentic and positive relationships with children and families and ensuring a high level of operational and safety compliance within a range of state and national standards and legislation.

Reporting Relationships



Key Stakeholders

- Families (including Parents and Carers)
- Children
- Approved External Agencies
- Transdisciplinary Team
- Program Delivery Team
- Central Program Support Team
- HR Business Partners
- Head of Service Delivery
- Head of Clinical Delivery
- Service Delivery Team Leader

Responsibilities

Area	Responsibilities
Positive child and family experience	<ul style="list-style-type: none"> • Provide a nurturing and encouraging environment for children, where their growth and development is celebrated. • Enable support for families by providing regular engagement and communication, and training and education opportunities (to parents/carers) to help further develop child outcomes in the home and community. • Enable collaboration with other approved agencies to facilitate enhanced outcomes for children and families. • Use internal and external networks to ensure children and families have access to appropriate support networks. • Provide input into the design, delivery, and continuous improvement of family and community awareness and education sessions and capacity building.
Leadership & Continuous Improvement	<ul style="list-style-type: none"> • Engage and motivate centre-based team members to identify and deliver continuous improvement across all therapeutic, educational, childcare, and operational domains. • Lead, mentor, and support centre-based team members to work as part of a transdisciplinary team that provides early intervention strategies and teaching (within the AEIOU framework) to all enrolled children and families. • Manage and supervise staff, monitor performance and development, and address performance issues effectively according to documented policies and procedures. • Provide input and support for AEIOU transformation initiatives including digital and service model enhancements.
Operational Management	<ul style="list-style-type: none"> • Develop and maintain centre rosters, schedules, short and long term resourcing and employee budgets. • Monitor and manage daily operational performance, facilities management, and administration requirements. • Provide high-quality and timely data and reports using the relevant AEIOU toolset. • Manage centre performance by applying strong commercial discipline to meet targets (including Clinical Assessments and Ratings). • Lead and oversee the recruitment, selection, induction, and training and development of all employees (including casuals, students, and volunteers). • Attract and retain families by effectively managing enrolment enquiries, centre tours, and orientations, and building respectful relationships. • Act as the 'Nominated Supervisor' and 'Responsible Person' (under ACECQA) for the allocated centre.
Governance /Compliance	<ul style="list-style-type: none"> • Ensure compliance with relevant legislation and regulatory bodies including NDIS, ACECQA (i.e. National Quality Framework), and Human Services Quality Framework. • Identify and address risks and non-compliance in the centre and implement corrective actions to resolve, and prevent, the re-occurrence of accidents/incidents/risks. • Plan and lead internal audits; support central office or external audits when required. • Understand and apply AEIOU policies, procedures, and guidelines to ensure the service meets all compliance obligations (including financial delegations). • Ensure policies and procedures are available, implemented, and reviewed in conjunction with all team members on a regular basis.

Organisational responsibilities

- Role model AEIOU values and demonstrate excellence in professional practice and ethical behaviour
- Comply with AEIOU policies and procedures, including:
 - Workplace, Health and Safety directives and practices
 - Employee Code of Conduct
- Maintain an environment that is tolerant and respectful of child and family cultures, values, and differences (including assisting non-English speaking families)
- Attend centre based out-of-hours activities as required – e.g. fund-raising events and parent meetings/forums

Selection Criteria

Education/Certification:

- Diploma (Children’s Services) or Bachelor of Education (Early Childhood) (preferred)
- Early childhood qualification (ACECQA approved)

Essential:

- QLD: Ability to obtain Positive Blue Card
- SA: Positive Working with Children Check
- ACT: Positive Working with vulnerable people (WWVP) registration
- NDIS Worker Screening Check
- Current first aid certificate (HLTAID004)

Job Knowledge / Ability

- Minimum 2 years’ experience as a director of early childhood setting with accountability for centre budgets, WH&S compliance, implementation of ACECQA’s National Quality Standards, and workforce management
- Experience in managing, training, and coaching staff in the provision of appropriate educational, care, and therapeutic programs
- High level digital literacy including common software tools (O365, HRIS/Payroll)
- Experience in working with children with Autism Spectrum Disorder (ASD) is desired
- Knowledge of typically developing children from birth to school aged children is desired
- Thorough understanding of the Early Years Learning Framework
- Demonstrated commitment to best practice, continuing professional and personal development

Competencies

Leads Strategically	Thinks strategically and contributes to the broader purpose and growth potential of the organisation
Leads change in a complex environment	Demonstrates support for changes needed to improve the organisations effectiveness
Builds enduring relationships	Builds and sustains relationships to enable the collaborative delivery of client centred thinking outcomes
Drives accountability and outcomes	Demonstrates accountability for the execution and quality of results through professionalism, persistence and transparency
Develops talent	Coaches and develops individuals and teams
Demonstrates sound governance	Maintains a high standard of practice through governance and risk management
Fosters a healthy and inclusive workplace	Fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised
Pursues continuous growth	Pursues opportunities for growth through learning and development of self-awareness using ‘Reflective Practice’ principles

