

AREA SERVICE MANAGER

REPORTS TO Executive Manager - Operations and Staffing	ORGANISATION LOCATION Newcastle West
POSITION GRADING Grade 5	POSITION STATUS Permanent Full Time
ORGANISATIONAL SUMMARY <p>The Diocese of Maitland-Newcastle serves the people of the Newcastle, Hunter and Manning regions which have a population of some 160,000 Catholics. Through its parishes, pastoral groups, and its agencies of Catholic Schools, CatholicCare, St Nicholas Early Education and other agencies the diocese provides faith, spiritual, pastoral, educational, social welfare, and community development. The Diocese employs approximately 3,500 staff across its parishes and agencies.</p> <p>St Nicholas is a welcoming and safe environment for children and young people. Supporting and partnering with families to nurture and inspire children and young people as they develop the skills to thrive at home, school and in society.</p> <p>Collectively, St Nicholas provides education services spanning early education, out of school hours care and vocational education.</p>	
VISION To live the joy of the Gospel and share it with the world.	
MISSION <p>In 1992-93, the diocesan community resolved to embrace and promote Vatican II's understanding of the Church's mission contained in the following:</p> <p><i>The Church, because it is the People of God and the Body of Christ enlivened by his Spirit, is called to be a sign and instrument of communion with God and of unity among all people (LG1). The Church exists to promote the Kingdom of God on earth (LG5). This it does by proclaiming Christ – the Good News of God's love for all people – and by working in the world for justice, peace and reconciliation. We are called to live out the commandment of Jesus: 'Love one another as I have loved you' (Jn 15:12).</i></p>	
PRIMARY PURPOSE <p>The purpose of this position is to oversee the operations of the services and centres.</p> <p>The position plays an important part in leading, guiding and supporting a team of Directors and Nominated Supervisors which provide high quality education and care to children.</p> <p>This position is also required to work in partnership with the Quality Assurance and Staffing teams.</p> <p>The incumbent commits to working within Work Health and Safety guidelines and Code of Conduct at all times whilst in the employ of the Catholic Diocese of Maitland-Newcastle.</p>	
KEY ACCOUNTABILITIES	KEY TASKS
Leadership and Management	<ul style="list-style-type: none"> Hold own and direct reports accountable to high standards of leadership behaviour

	<p>consistent with the values of the Catholic Church and Code of Conduct</p> <ul style="list-style-type: none"> • In alignment with the broader Diocese demonstrates (or effective and flexible) leadership in word and action by setting an example to other staff through commitment, work behaviour and professionalism • Support Nominated Supervisors and Directors to ensure accurate processing within the Childcare Management System • Lead and support the St Nicholas Management Team and stakeholders in the pursuit of an Exceeding rating for every St Nicholas service/ centre • Demonstrate strong leadership skills in education and management • Participate in staff appraisals of senior leadership positions and support development of plans which will extend staff abilities and practices • Preparation of management reports as required • Attend Diocesan management meetings as required
Operational Delivery	<ul style="list-style-type: none"> • Oversee and implement all operational plans and inform Executive Manager of progress towards plans on a regular basis • Ensure all duties and responsibilities are delivered of the Nominated Supervisor/Director due to planned or unplanned leave or for a new service as required • Provide ongoing support and assistance to the Centre/Service in all areas of administrative procedures, curriculum development, parent and community liaison, staff professional development and training, and any other areas as the need arises. • Set up of new services and centres
Financial Accountability	<ul style="list-style-type: none"> • Contribute to preparation and management of operational budget for assigned Centre's and services • Be conversant with the service budget and take all steps to ensure compliance with that budget • Ensure that the Services and Centre's are following policies and procedures in relation to financial records. Including but not limited to, purchases, enrolments, and processing of fees

	<ul style="list-style-type: none"> • Work in partnership with the Administration Team to purchase resources for Centre's and Services within budget
Compliance, Legal and Risk	<ul style="list-style-type: none"> • Conduct service and centre audits to ensure compliance • Ensure child protection and safeguarding is implemented and maintained and that all staff are trained where applicable and comply with legislation and Diocesan Policies and Procedures • To work in accordance with Catholic teaching, the Code of Ethics of Early Childhood Australia, the United Nations Rights of the Child and other similar regulations and guidelines • Uphold the integrity of the Approved Provider certification from the Department of Education • Ensure that Management is informed of current issues within the service • Ensure that Management is informed of any problem arising, which would affect the children, service approval or rating, regulatory and legal compliance or the smooth running of the service • Risk assess and resolve complaints and grievances in regard to families, employees and the community where required as part of the Diocese Policy and Procedures and legislation. Escalate high risk matters to Executive Manager for support.
Educational Program and Practice	<ul style="list-style-type: none"> • Escalation of concerns regarding learning frameworks within the services and centres to Pedagogical Leader • Ensure St Nicholas Centres and Services are adequately resourced to facilitate a play-based learning environment • Be proactive in ensuring currency in best early childhood practice
Continuous Improvement	<ul style="list-style-type: none"> • Ensure that you deliver on the organisation's commitment to continuous improvement and delivering positive outcomes wherever possible • Demonstrate and implement a commitment to ongoing professional development • Implement best practice and quality strategies within the St Nicholas Agency • Ensure St Nicholas strives towards environmental sustainability in all areas.
Relationship Management	<ul style="list-style-type: none"> • Promote clear communication between the management team and staff and families

	<ul style="list-style-type: none"> • Build effective networks with early childhood practitioners within the local area and other relevant community organisations and government agencies • Build social capital by promoting community participation in decision making • Support Directors and Nominated Supervisors to promote a healthy team environment and develop positive channels of communication to ensure a smooth-running service • Be an advocate for quality early childhood services in our community
<p>QUALIFICATIONS</p>	
<p>Essential</p> <ul style="list-style-type: none"> • Diploma in Children's Services or Degree in Early Childhood Teaching as identified by Australian Children's Education and Care Authority or business-related qualification or demonstrated professional experience • Current First Aid Certificate, Anaphylaxis and Asthma Management • DEC approved child protection training certificate • Current Working With Children Check (WWCC) • Current Class C Driver's Licence • National Criminal History check clearance <p>Desirable</p> <ul style="list-style-type: none"> • Previous experience in a management role in the childcare sector or similar 	
<p>SKILLS AND EXPERIENCE</p> <ul style="list-style-type: none"> • Minimum 5 years demonstrated experience in a supervisory/management position • Proven best practice ability in all areas of administrative procedure, curriculum development, parent and community liaison, staff professional development and training • Understanding and working knowledge of WHS legislation • Proven ability in the development and set up of new centres and services • Prior experience and demonstrated understanding of auditing Early Education or OOSH Services to ensure they are meeting all quality areas to a high standard • Proven ability to manage a large team in high quality service provision • Ability to manage complex situations including matters of escalation • Be willing to accept the role of Nominated Supervisor under the <i>Children (Education and Care Services National Law Application) Bill 2010</i> and <i>Education and Care Services National Regulations</i> • Demonstrated ability to successfully support the Early Years Learning Framework and My Time Our Place curriculum for School Aged Children • Previous experience in successfully managing the financial performance of an Early Education or OOSH Service • Willingness to travel to multiple locations across regional area of the Diocese 	
<p>KEY RELATIONSHIPS</p>	

INTERNAL	EXTERNAL	
Executive Manager - Operations and Staffing	Regulatory bodies	
St Nicholas Employees	Children, Parents and the Community	
Diocesan Shared Services		
Other Stakeholders		
<p>SUCCESSION PLANNING</p> <p>Positions which could succeed to this role:</p> <ul style="list-style-type: none"> • Staffing and Operations Coordinator • Quality Assurance Coordinator • Pedagogical Coordinator • OOSH Nominated Supervisors • Early Education Directors 		
<p>LEGISLATIVE AND RISK REQUIREMENTS</p> <p>Occupants must:</p> <ul style="list-style-type: none"> • Abide by the laws of the Commonwealth of Australia and NSW and the policies of the Catholic Diocese of Maitland-Newcastle. • Report, as soon as practicable to the Head of Human Resources, any criminal action taken against them, or civil action that may have an impact of the reputation of the Catholic Diocese of Maitland-Newcastle or may lead to a conflict of interest; • Take reasonable action to understand and familiarise himself/herself with the Catholic Diocese of Maitland-Newcastle's policies and procedures, including those relating to the expected Code of Conduct and confidentiality. • Not take advantage of their role at the Catholic Diocese of Maitland-Newcastle for personal gain; • Take responsibility for their own health, safety and wellbeing and that of other employees, clients, contractors and visitors in the Catholic Diocese of Maitland-Newcastle workplaces, understanding that all employees have a duty of care toward one another. 		
<p>EXPECTED EMPLOYEE BEHAVIOUR</p> <p>Employees must:</p> <ul style="list-style-type: none"> • Treat all people with respect, sensitivity, courtesy, understanding and compassion • Embrace diversity and difference in those they serve or with whom they work • Promote personal growth, ongoing professional development and develop both in themselves and others • Commit themselves to effective professional working relationships with colleagues and clients • Through the exhibition of justice and fairness in relationships and service, promote proper working conditions and also recognise when injustice, unfairness and abuse occurs in the workplace and respond appropriately • Exhibit transparency, accountability and act responsibly in the use of Church resources • Provide professional and competent service • Comply with relevant legislation and directives • Be mindful of privacy principles and manage information accordingly 		
Signature of Incumbent:	Date:	Incumbent's Name:

Position Description Last Reviewed	Next Review is due on
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