

Position Description

Title	Executive Officer, Early Learning
Business Unit	Early Learning
Location	To be confirmed
Employment type	Full Time, Ongoing
Reports to	General Manager, North West Victoria & Tasmania and Early Learning

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

This key leadership position is responsible for providing strategic, business development, operational and management leadership for a broad range of early learning services across Uniting (Victoria and Tasmania).

This position works in tandem with Uniting's place-based leadership structure and throughout 2021, this position will explore further integration of Early Learning services into the place-based operational leadership structures.

The purpose of the role is to:

- Ensure effective planning, development and delivery of high quality, sustainable client and community focused programs
- Ensure that all programs are managed in accordance with funding requirements, Uniting policies, allocated budgets and contemporary human resource management approaches
- Develop effective systems to ensure compliance with quality and risk management accountability requirements and reporting processes in accordance with funding requirements and Uniting policy

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- Provide strategic advice and support to the General Manager including the preparation of planning data, budgets, reports, continuous improvement strategies and funding proposals
- Lead the implementation of relevant service development and improvements in partnership with clients, the community, funding bodies and employees

The Executive Officer, Early Learning will provide advice on relevant State and Federal policy directions and as authorised and appointed by the Uniting Board, become the direct delegate of the Approved Provider (Board and CEO) ensuring all early learning services are compliant with regulatory, legal, funding and national quality framework requirements.

2. Scope

Budget: \$40m turnover

People:

- **Direct reports:** Early Learning Senior Leadership Team: Area Managers (in collaboration with place-based leadership), Projects and Program Manager, Practice Manager and Division Assistant
- Indirect reports: 1100 staff (approx.)

3. Relationships

Internal

- Executive Leadership Team
- Executive Officers and Senior Managers
- Strategy & Engagement division
- Performance & Integration division

External

- Department of Education and Training (DET): central and regional offices
- Commonwealth & State Funding departments: Victorian Department of Education and Training; Tasmanian Education and Care Unit
- National Regulatory Authority: Australian Children's Education & Care Quality Authority (ACECQA)
- Peak organisations (eg: Early Learning Association Australia (ELAA))
- Local Government Authority (LGA) partners, Peak Bodies & Sector alliances

4. Key responsibility areas

Service planning and delivery

- Develop services models and approaches that are evidence based, focus on achieving the best possible outcomes for children and families and which are viable
- Manage the development, implementation, and review of operational plans for all delegated programs responding to key performance priorities, community demand, policy directions and sustainable service outcomes
- Manage the development of quality and risk management plans and systems to ensure that operational audits and actions are undertaken to achieve compliance with relevant service standards
- Ensure the effective utilisation of technologies and information management systems to maximise the efficient collection of statistical, quality and risk management reporting requirements, financial records, service planning outcomes and evaluation measures
- Manage the development and review of policies, processes and practices to ensure compliance with funding requirements, Uniting policy and strategic directions

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- Provide timely performance, statistical and quality reports, as requested by the General Manager
- Identify and implement business development and marketing opportunities that are consistent with the purpose, direction, and ethos of the organisation including the development of tenders and submissions
- In conjunction with People & Culture develop and implement a workforce development plan to ensure that appropriate skills and adequate staffing levels are attracted and retained in accordance with industry standards

Service development

- Lead the development and implementation of a business plan for Uniting's early learning stream
- Lead the development, monitoring and review of improvement initiatives for programs to improve service quality and cost outcomes in collaboration with clients, employees, volunteers, colleagues and the Executive Leadership Team
- Actively seek out funding and partnership opportunities that will compliment programs provided to help respond to community demand and maintain the programs leadership role in the region
- Actively work to build service sustainability, driving models that achieve positive outcomes for children and which support financial viability
- Prepare and make recommendations to Uniting's leadership team, on sustainable service development options to meet the changing needs of the community.

Client and community engagement

- Ensure the provision of high-quality customer service respecting the diversity and complexity of client needs in accordance with relevant service standards and Uniting's values.
- Lead the development of productive partnerships with clients, contractors and other service providers to strengthen service coordination and increase client's access to services that they need
- Maintain effective monitoring systems to identify changes in client's needs and report on emerging gaps within current programs
- Ensure that key stakeholders are effectively engaged in contributing towards Uniting's approach to Early Learning by:
 - Promoting and supporting partnerships in the development and provision of early learning services
 - Interpreting community needs and translating into service delivery
 - Facilitating community engagement in program development and evaluation
 - Liaising with agencies and stakeholders relevant to the delivery of an excellent service to the community
 - Attending internal and external working groups and meetings as identified as appropriate by the General Manager and/or the senior leadership team
 - Promote and represent the organisation to a range of stakeholders to ensure that Uniting is recognised as a leading provider and coordinator of early learning services
- Ensure effective working relationships exist with key government representatives, relevant provider networks and other stakeholders

Financial management

- Manage the budget, closely monitoring financial performance and taking action to remediate as necessary
- Manage service and financial performance for the long-term viability of services and programs, within organisational policy and budgetary expectations
- Identify and plan for resources to meet business and client needs.
- Set and implement objectives and develop budgets, plans and schedules for programs/services
- Develop performance metrics for Early Learning and utilise these to monitor performance and take action as needed
- Ensure that services meet budget and service delivery targets/agreements.

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- Work with the Finance team to ensure Early Learning billing systems are effective and meet customer needs
- Provide briefings and monthly reports as required.

People and teams

- As a member of the Operations leadership team make a positive contribution to Uniting's culture, performance, and delivery of service to internal customers
- Establish, lead, coach and inspire an engaged and productive Early Learning team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful, and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values
- Develop and maintain a plan that provides for succession and continuity in the most critical early learning management positions.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Ensure all Work Health Safety and quality accreditation and compliance requirements are met
- Manage changes in legislative requirements, Department and Agency standards, and organisational strategies and business direction
- Report areas of serious risk to next level supervisor and work together to mitigate those risks
- Support the implementation of the Uniting Risk Management Framework
- Foster a culture where risks are identified and appropriately manage

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

5. Performance indicators

To be developed between the General Manager and the incumbent within the first 3 months of commencement in the position through the performance review and development process.

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6. Person specification

Qualifications

- Graduate and postgraduate qualifications in a relevant community or human services field, business, management and/or leadership
- Early Childhood Education qualification (minimum Diploma of Early Childhood Education and Care) from a recognised university (desirable)

Experience

- At least 5 years' experience in the management of early learning and/or human services
- Significant financial and risk management experience
- Significant business and service development and operational experience.
- Experience working closely with funding bodies and other stakeholders, including clients, their families and advocates
- Experienced in the management of metro and regional operations of a medium to large workforce in a service delivery environment.
- Previous people management experience and ability to clearly define role expectations, monitor performance, provide timely and constructive feedback and facilitate employee development, ensuring staff members are effectively deployed through effective workforce planning practices.
- Experience in working with the National Quality Standard and Assessment Rating process.
- Previous experience as an Approved Provider delegate highly regarded.

Knowledge and capability

- At least 5 years' experience in the management of early learning and/or human services
- Significant financial and risk management experience
- Significant business and service development and operational experience.
- Experience working closely with funding bodies and other stakeholders, including clients, their families and advocates
- Experienced in the management of metro and regional operations of a medium to large workforce in a service delivery environment.
- Previous people management experience and ability to clearly define role expectations, monitor performance, provide timely and constructive feedback and facilitate employee development, ensuring staff members are effectively deployed through effective workforce planning practices.
- Experience in working with the National Quality Standard and Assessment Rating process.
- Previous experience as an Approved Provider delegate highly regarded.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values. [\(this is mandatory in all position descriptions\)](#)
- **Complexity:** ability to work effectively and positively within complexity and ambiguity
Stakeholder management: ability to understand, relate to and manage diverse and difficult stakeholder needs
- **Influence and negotiation:** Ability to engage and influence a range of stakeholders in a complex and challenging environment
- **Problem solving:** proven high level of analysis and complex problem solving
- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Communication:** Outstanding verbal and written communication, ability to relate meaningfully to people at all levels and ability to explain complex technical matters clearly and succinctly.
- **Management and leadership:**
 - Ability to lead a large, dispersed staff team within a complex environment

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- Demonstrated business acumen to build successful and sustainable business plans
- Demonstrated ability in financial management, risk management and information management
- Ability to analyse and interpret data and utilise this to build a high performing early learning team
- Significant experience in the leadership and development of a human service delivery system in a complex environment
- team oriented, collaborative approach, with the ability to support and contribute to the executive management team at a strategic level

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>