

# Position description

## Children Services Liaison Officer

### Summary information

Section	Kids' Early Learning	Directorate	City Living
Position grade	Band 3 Level 3 Grade 15	Position type	Permanent, full-time
Reports to	Coordinator Children Services	Direct reports	Yes
Approval limit	\$0	Release limit	\$3,000
Created/reviewed	February 2022	BCC number(s)	BCC873, BCC875 and BCC893

### Our Values

#### TEAMWORK



#### CUSTOMER FOCUSED



#### INNOVATION



#### COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

#### **Leadership is critical to all positions at Council.**

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

## 1 Position purpose

- This role is primarily responsible for providing mentoring, coaching and support to nominated centre directors and staff to ensure high quality care, development and education along with achieving councils core values
- To promote a culture that aligns with Kids' Early Learning vision, values, procedures and the National Quality framework
- Act in accordance with the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2017 and the Work Health and Safety (WHS) System.

## 2 Qualifications and experience

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### Essential

- University Diploma or Degree in Early Childhood
- NESAs teacher accreditation
- Demonstrated experience at varying levels in Early Childhood
- Current class C driver's licence
- Working with Children Check number
- Clearance of National Police Check
- 5+ years of leadership experience, preferably within sector.

### Desirable

- Sound knowledge of applicable legislation/regulations
- Knowledge of funding issues within an early childhood centre context
- Computer literate
- Demonstrated knowledge of staffing and funding issues within an early childhood centre context
- Supervision experience
- Demonstrated project management skills
- Previous experience in a Local Government early childhood centre position
- Advanced communication and writing skills.

## 3 Authority

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The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

## 4 Key accountabilities

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### Position specific

- Ensure that child care centres assigned to this position are adequately staffed to provide a quality service, with regard to resources available. Council approved staff establishments and the relevant State and Federal Regulations
- Report information gained to relevant officers, observe trends and concerns and act appropriately
- Contribute to the development of appropriate policies and practices in liaison with Coordinator Children's Services
- Maintain awareness of current developments, channel this information into Council Policy Development and distribute information to Centres
- Investigate, review and modify where necessary, operation of individual centres and the range of services provided by all Council's centres in order to maintain a high quality service which meets community needs

- Apply effective communication and management strategies to engage staff, and work collaboratively to support and inspire a shared sense of purpose and to deliver outcomes for children and families
- Manage service performance to drive continuous improvement
- Manage and support centres to meet compliance obligations through developing knowledge and skills in understanding relevant legislation, Law, regulations, BCC policies and KEL procedures
- Manage and coordinate project implementation and delivery.
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
  - familiarise yourself with our Volunteers policy and standards
  - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
  - undertake training needed to effectively coordinate volunteers
  - allocate sufficient time to volunteer coordination.

### Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately.
- WHS001 - Matrix is attached.

### Corporate

- To commit to and embrace the objectives of our community strategic plan, Our Blacktown 2041, by contributing to the delivery of our corporate objectives and strategic vision.

### Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

### Environmental sustainability

- Act in line with the *NSW Protection of the Environment Operations Act 1997*, the *NSW Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

## 5 Duties

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- Maintain appropriate staff in all centres, in accordance with Council approved staff levels and the relevant State and Federal Regulations by:
  - advise centre Directors regarding appropriate staff development
  - recommend staffing arrangements between centres as appropriate
  - ensure the prompt completion of requirement procedures where a vacancy occurs.
- Ensure induction to Council, early childhood centres and individual centre policies and procedures, of all new permanent and casual employees with particular regard to the orientation of new Directors
- Carry out a fieldwork programme of regular visits to assess centre operation, through consultation and observation, with particular regard to:
- Conducts regular centre visits to deliver projects and achieve desired outcomes including:
  - staff development, management and deployment
  - staff training needs
  - centre programme and organisation.
- Report information gained to relevant officers, observe trends and concerns and act appropriately
- Convene regular Directors meetings for dissemination of information and discussion of issues
- Identify in-service training needs, and address these needs by:
  - organising for staff to attend appropriate external training activities
  - organising “in-house” workshops and training activities and
  - coordinating attendance at these
  - keeping records of staff attendance at all in-service activities.
- Oversee the administrative role of Directors in relation to:
  - programming
  - financial management
  - staff management
  - record keeping.
- Management of positions and standardised procedures and policies where appropriate
- Contribute to the development of appropriate Child Care policies and practices in liaison with the Manager Children’s Services
- Resolves escalated complaints from families within approved time frames
- Participate in regular performance appraisal of centre Directors and advise Directors in the appraisal of other educators and use performance management where necessary as a process including coaching techniques to help your team achieve required standards
- Escalate any performance issues or employee breaches of policy/procedures to the Coordinator of Children’s Services as appropriate
- Consult with Centre Directors and other staff in regards to grievance resolution and act as a mediator where necessary
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

## 6 Performance criteria

As per Council's performance management system.

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Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

### Acknowledgement and agreement

<b>Employee</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>
<b>Supervisor</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>