

Position Title:	Community Service Coordinator
Program/Service:	Children and Community Services
Location:	Ballajura / Beechboro / Cockburn / High Wycombe / Hilton / Kingsley / Woodvale
Reports to:	Advisory Services Operations
Start Date:	1 September 2022
Award:	Social, Community, Home Care And Disability Services Industry Award 2010
Classification:	Level 4 - 5

Position Overview
*At Meerilinga we are Innovative, Loyal, Respectful,
Service and Values Focused*

Meerilinga

Meerilinga is a not-for-profit integrated organisation and registered charity that promotes the United Nations Convention on the Rights of the Child by providing enriched early education experiences for children and through developing strong and connected communities. Our Mission is to be outstanding in the development and wellbeing of children and to support their families and community as a local, independent, charitable organisation.

Meerilinga provides early childhood and community services for the child and family services sectors, is a registered training organisation and contributes to the diverse education, policy and practice areas to empower children and families and improve practice in the sectors.

Benefits & Culture

- Excelling in Service Provision Salary packaging options Uniform supplied
- Training Equipment, IT and tools provided
- Professional development, ongoing training and vocational currency support by industry leaders
- Metropolitan locations, public transport accessible
- Mid and end of year break - additional paid leave (T&C's apply)

Position Summary

Provide leadership and management to educators and staff regarding all aspects of the operation of the service in line with relevant regulations, frameworks, contractual requirements, policies and procedures.

Maintain compliance with the regulations as prescribed by the regulatory authority along with all legal and statutory requirements.

Children, families and communities are supported and strengthened;

Maintain sound and current understanding of the National Quality Framework (NQF).

Liaise closely with and provide periodical reports to the Operational Advisor/Approved Provider regarding matters relating to the operation of the service.

Support educators and staff with professional training and mentoring to effectively manage the service, whilst providing feedback regarding performance on a regular systematic basis.

Provide administrative duties including enrolments, finance, Family Assistance Law compliance and CCS.

Build and maintain positive relationships with children, families, educators, staff, and community to deliver best outcomes for families and children.

Perform the role of the Nominated Supervisor.

Adhere to the duties outlined in the organisational calendar and as directed by the Advisor and CEO.

Liaise closely support positions, place admin, community engagement and educational leader to provide reports on the responsibilities regarding to the priorities of their role and operation of the service(s).

Services are financially sustainable and always complying.

Organisational Accountabilities

Meerilinga is committed to health, safety and wellbeing of its workers. Meerilinga and its workers must comply with a range of statutory requirements including working with children checks, national police clearance, equal opportunity, occupational health and safety and privacy. Meerilinga requires workers to comply with all policies and procedures and related statutory requirements.

Appointees are accountable for completing mandatory training on employment, maintaining currency and ensuring their knowledge and skill are consistent with high quality practices.

Key Accountabilities

Program & Practice Key Tasks:

- Advocating and modelling Meerilinga values and approaches
- Be proactive in ensuring currency in best early childhood practice
- Lead the development and self-assessment of the Quality Improvement Plan for the Service with the Advisor Quality and Operations
- Ensure early learning programs facilitate a play-based learning environment and develops learning programs responsive to children's ideas, strengths and abilities that inspire independent learners
- Ensures inclusive practice implemented, reflected on and lead in an environment which honours diversity
- Co-ordinate the implementation and yearly review of a service philosophy.

Health and Wellbeing Key Tasks:

- Promote child wellbeing and prevent harm to children and young people by adopting and adhering to the National Principles of Child Safe Organisations
- Ensure compliance as a mandated reporter in accordance with the service Child Protection policy and procedures

- Provide support to the Educators and staff with information regarding correct manual handling techniques and procedures to educators and staff and ensure policies and procedures are followed and assist by identifying manual handling hazards and risks within the service
- Lead, guide and mentor educators and staff to a high standard of hygiene in compliance with procedures and policies, including food safety standards.
- provide support and supervision to staff to ensure accurate and detailed records of injury/illness/accident/trauma of individual children are recorded and families are notified of any injury/accident/accident/trauma

Environment Key Tasks:

- Resource the services with appropriate equipment and ensure the team maintain the aesthetics of the environment and ensure all resources and equipment are respected and maintained.
- Facilitate timely repairs and maintenance, ensuring the physical environment complies with the licensing requirements of the National Regulations, the Building Code of Australia (BCA) and Australian Safety Standards for all equipment and resources.
- Ensure the service strives towards environmental sustainability in all areas through sustainability action plans.
- ensure the physical environment complies with the licensing requirements of the National Regulations, the Building Code of Australia (BCA) and Australian Safety Standards for all equipment and resources

Staffing Arrangements Key Tasks:

- Facilitate the induction process of new educators and staff within the organisation in line with the *Probation and Induction Orientation Policy* and procedures
- Ensure educators and staff have a working knowledge of the National Quality Framework and meet these guidelines in their work practices
- Help others to understand their obligations to comply with legislation, rules, policies and procedures relating to the operation of the service
- Demonstrate a thorough knowledge of the Code of Ethics (Early Childhood Australia Inc.) and ensure educators and staff act within these guidelines
- Ensure educator and staff qualifications and ratios meet the needs of the service in accordance with the National Quality Framework (NQF)
- Demonstrate strong leadership skills in education and management to effectively manage a staff team
- Contribute positively and effectively to the team environment within the organisation to ensure smooth operation of the service
- Participate in ongoing professional development and training programs and support staff to undertake further professional development in conjunction with the Educational Leader.
- Provide feedback to educators and staff regarding their conduct and work practices whilst creating a supportive workplace environment.
- Implement the service Performance Management procedures as required, to develop a continuous process of planning, mentoring and reviewing performance for educators and staff.
- Encourage educators and staff to follow the *Grievance Policy* in relation to complaints or incidents
- Keep up to date with current trends and issues in Early Childhood Education and Care and share information with the educators and staff to support research-based practices within the service.
- Conduct regular staff appraisals and support development of plans which will extend educators and staff abilities and practices.

Leadership and Service Management Key Tasks:

- Assist with the review of policies and procedures with Educators, staff and families in accordance with the Education and Care Services National Law and National Regulations
- Maintain service level contractual outcomes including:
 1. People have social connections with their community
 2. People participate in their local communities
 3. People learn new skills and knowledge
 4. People are contributing to their communities
 5. People feel safe in their community
- Collecting data and information for Empowering Communities Funding agreement
- Build effective networks and maintain community links within the local and wider community and other relevant community organisations and government agencies.
- Positively promote and oversee evaluation strategies (e.g., satisfaction survey) to determine aspirations of the community and Families to use for future planning; and
- Promote, support and guide staff to encourage community to participate/lead service decision-making, activities and experiences.
- Ensure compliance with the requirements of the Childcare Management System (CCMS), approval as a service which can receive Child Care Subsidy (CCS) on behalf of clients, Inclusion Support Subsidies, State Government funding and any other government funding received
- Provide information to Advisor/ Approved Provider for the preparation of annual budgets, reports and reviews.
- Ensure that the Advisor/ Approved Provider is informed of current issues within the service
- Report directly to the Advisor/ Approved Provider of any problem arising, which would affect the children, service approval or rating, regulatory and legal compliance or the smooth running of the service.
- Positively promote and market the service including to governments and other agencies, and facilitate staff involvement in promotional activities.
- Ensure effective enrolment procedures and bookings.
- Actively participate in local forums, Network Meetings and community events.
- Understand processes to access additional funding and/or subsidies.
- Maintain confidentiality of sensitive information in relation to staff, families, children and the service in line with the *Privacy and Confidentiality Policy* and procedures.
- Monitoring expenditure and maximising income through the leasing and hire of indoor and outdoor centre spaces and cost-recovery services. Negotiating local sponsorship, collaborative and partnership opportunities to deliver centre and outreach activities at reduced cost.

Any other duties within the scope of the role of Director/ Nominated Supervisor, under the direction of the Advisor/ Approved Provider. This job description may be reviewed in the future.

Key Selection Criteria

The successful applicant will have:

1. Essential Qualifications and Experience & Specialisation
 - Minimum 2 years' experience in an Office Administrator position within a childcare or community care setting
 - Demonstrated knowledge of the Family Assistance Law and Child Care Subsidy (CCS)
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- onstrated knowledge of service's requirements of the Child Care Subsidy System and ability to perform software application for compliance

2. Knowledge

- Experience of administration systems in a medium organisation
- Ability to provide an environment that supports safe and supported communities, connected families and high-quality services
- Experience in delivering to staff and management a positive and satisfactory service by responding to and dealing with enquiries promptly, providing accurate and up-to-date advice and guidance and identifying and proposing solutions to emerging issues.
- Experience of planning, prioritising and organising your own work or resources, managing multiple deadlines and working autonomously with minimum supervision.
- Experience of establishing productive working relationships with a wide range of people, including external bodies, and of working as part of a team
- Be willing to accept the role of Nominated Supervisor under the Education and Care Services National Law Application Bill 2010 and Education and Care Services National Regulations
- Demonstrated knowledge of the Early Years Learning Framework and/or My Time Our Place Framework, Education and Care Services National Law (2010), Education and Care Services National Regulations (2011), Family Assistance Law (Child Care Subsidy 2018)

3. Skills

- Verbal and written communication skills of a high order.
- Quality inspection, auditing and testing experience
- Experience with implementation of corrective action programs
- Product or industry-specific experience
- Proficient in Microsoft Officer Software: Word, Excel, PowerPoint
- Ability to adapt to a changing environment.
- Capacity to work in a team.
- Ability to meet tight time lines.
- Information technology skills of a high standard.
- A strong customer service orientation.
- Exceptional organisational skills.
- Capacity to initiate and manage workflow.
- Proven ability in all areas of administrative procedure, and community liaison, staff professional development and training, team leadership and management of staff.
- Understanding and working knowledge of WHS legislation

Conditional Employment Requirements

- Own reliable transport with ability to work at multiple locations
- Annual leave should be taken to avoid critically busy periods of the year
- Willingness to work beyond office hours on occasions when required.
- Willingness to travel to services.
- Current police check and every 2 years thereafter
- Current working with children check
- Proof of the right to work in Australia
- Proof/Evidence of qualifications
- Medical certification of being mentally and physically fit to work with children
- Proof of Mandatory Training Completed (*Sharepoint: Admin\Document Mgmt\Doc Templates\Employee\Staff Planning\Mandatory Worker Training Development T586*)

Compliance History, Privacy & Consent

Privacy Notice

Under the *National Law 2010 Requirements*, Meerilinga is required to disclose your personal and professional information to the National and/or State Regulatory Authority (Education and Care Regulatory Unit).

Your personal information (including the personal information contained in your personnel records, visual images, photo or film) may be used or disclosed by Meerilinga for operational, statistical, regulatory and compliance purposes. Meerilinga may disclose your personal information for these purposes to third parties, including:

- Payroll/Advisors;
- Commonwealth, State or Territory government departments and authorised agencies;
- MTC and NCVET; Personal information disclosed to NCVET may be used or disclosed for issuing a VET Statement of Attainment or VET qualification and populating authenticated VET transcripts.
- Other parties in which you have given written consent.

Compliance History

Are you currently subject to a prohibition notice under the Education and Care Services National Law?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are you currently prohibited or restricted from working with children under any other law?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are you currently prohibited or restricted from working with a Registered Training Organisation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Consent

Iaccept the designation of:
(insert name)

Role (tick)	Children and Family Centre (tick)
<input type="checkbox"/> Early Childhood Teacher (ECT)	<input type="checkbox"/> Ballajura
<input type="checkbox"/> Educator	<input type="checkbox"/> Beechboro
<input type="checkbox"/> Educational Leader	<input type="checkbox"/> Bullsbrook
<input type="checkbox"/> Nominated Supervisor / Responsible Person	<input type="checkbox"/> Cockburn
<input type="checkbox"/> Responsible Person	<input type="checkbox"/> High Wycombe
<input type="checkbox"/> Trainee	<input type="checkbox"/> Hilton
<input type="checkbox"/> Trainer and Assessor	<input type="checkbox"/> Kingsley
<input type="checkbox"/> Youth Worker	<input type="checkbox"/> Woodvale
<input type="checkbox"/> Curriculum Leader	<input type="checkbox"/> West Leederville
<input type="checkbox"/> Volunteer (Community Support Worker/Student Placement)	
<input type="checkbox"/> Community Mother's Program	

At Meerilinga Children and Family Centre (above) and understand and accept all responsibilities under the Education and Care Services National Law and National Regulations (Western Australia). Approved Provider (PR: 0000 7425) - Meerilinga Young Children's Services Inc.

Declaration

I declare that the information I have provided to the best of my knowledge is true and correct.

I have read and understand all information, documentation and specifications of the offer of employment and job description and agree to fulfil these at all times.

I consent to the collection, use and disclosure of my personal information (including visual images, photo or film) in accordance with the Confidentiality and Privacy Policy and required to have complying information and identification on a register (electronic/hardcopy) for the purpose of regulatory evidence. I understand that should my circumstance change, I am obligated to inform the CEO immediately.

Signatures

Signature:

Date:

Parent/Guardian Signature:

Date:

**Parental/guardian consent is required for all persons under the age of 18.*

Provider Approval

**Signature:
Chief Executive Officer**

Date: