

WHITEHORSE CITY COUNCIL

Position description

Job title: Director Whitehorse Early Learning Services	
Classification: Centre Director	Effective Date: Dec 2025
Reports to: Coordinator Whitehorse Early Learning Services	Tenure: Permanent

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The position will provide leadership and manage a team of staff in the delivery of an inclusive and quality education and care service (Whitehorse Early Learning Services – (WELS)), to meet the needs of children and families in line with the National Quality Framework* (NQF) and council values and behaviours.

This role is responsible for the operational management of a Children's Services Centre. Working in partnership with children, families and wider community, this role will champion and lead pedagogical development and service delivery in line with Council policy, practice and requirements.

Key Responsibilities

Position Specific Responsibilities

Operational

- Lead the development and delivery of the service, in consultation with leadership, which is cultivated on contemporary programming, evidenced based practice, needs analysis and consultation to ensure the needs of children and families are met.
- Ensure that all policies and procedures required for the centre are promoted and followed, to enable the service to operate effectively and fully compliant with the NQF, council requirements and other relevant legislation and guidelines.
- Ensure the service is fully resourced at all times and compliant with the Education and Care Services National Regulations.
- Ensure optimal utilisation rate is met and maintained including proactively liaising with the Early Childhood Administration (ECS) team to monitor waiting lists and ensure positive relationships are fostered with potential families.
- Actively participate in and contribute to the annual budgeting process for the service.
- In collaboration with the Team Leader ECS and Coordinator WELS monitor monthly income and expenditure to identify and advise of any discrepancies and or exceptions.
- Prepare and present reports in relation to the service as directed.

People Management and Development

- Model behaviours in the delivery of programs that will facilitate cohesion and collaboration between WELS centres and the ECS administration and leadership teams.
- Manage individual performance to achieve program and service objectives and create a shared understanding amongst staff of a united approach to service delivery.

- Manage and support staff to undertake the annual performance and development appraisal process providing constructive feedback with the aim of improving operational practice and values driven behaviours.
- Support the recruitment and selection of staff to ensure the attraction of highly competent staff, capable of providing quality services and who are aligned with Council values.
- Manage the probation process for all new members of staff including the provision of the service induction process.
- Facilitate and or attend regular staff meetings to promote effective communication and teamwork on the day to day operations and programming for the service.
- Develop, foster and lead a culture that promotes a professional and respectful environment that aligns with Council values and behaviours, Early Childhood Services Professional Standards and the Early Childhood Australia 'Code of Ethics'.

Relationship Management

- Provide clear communication and direction to staff, students, families, children and other persons connected to the service.
- Actively develop positive relationships and support collaboration with families that enables them to contribute to the program and service overall.
- Develop and implement strategies that foster a culture of inclusion, collaboration and responsiveness with both the local community and external service partners.
- Promote an environment that is welcoming and inclusive of the diverse needs of all children and families and develop and implement effective and inclusive service strategies and practices that provide positive access.

Health, Safety and Wellbeing

- Ensure all children are adequately supervised at all times. Ensure every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury.
- Minimise risks to children through implementation of adequate health and hygiene practices.
- Ensure the food safety program is followed and regular checks and audits are conducted.

Continuous Improvement

- Lead and facilitate the implementation of National Quality Framework initiatives and activities including the development of the service Quality Improvement Plan.

- Demonstrate strong commitment to continuous improvement of family centred practice and evidence-based program development.
- Support the culture of performance improvement and reflection at the service.
- Expand professional knowledge and skills to enhance service provision and staff management.

* National Quality Framework includes National Law, National Regulations, National Quality Standards, the assessment and quality rating processes and national learning frameworks.

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Accountability and Extent of Authority

Budget: This position is responsible for monitoring service expenditure to ensure results are aligned with approved budgets.

Staff responsibility: The position will supervise and lead all staff within the children's service centre.

Judgement and Decision Making:

- Ability to work under limited supervision and use professional knowledge and experience in making decisions and assessment.
- The authority to make decisions on the day to day planning and implementation of the service, to meet the requirements of the Law, Regulations, Frameworks and Council policies and procedures.
- The authority to take action to protect children from harm and any hazard likely to cause injury within the Law, Regulations, Frameworks and Council policies and procedures.
- Ability to contribute to the development of service procedures, policies, and methods or techniques across WELS.
- Recommendations for training and development of the service's staff.
- Guidance is always available and direction should be sought from the Coordinator WELS on more complex matters.

Specialist Skills and Knowledge

Certificates/Licences and Experience:

- Accountable for the management and quality of resources, including the recruitment and professional development of staff.
- Ability to implement and monitor organisational policies and practices and other relevant legislation and guidelines.
- Accountable for timely, comprehensive and accurate reports of all aspects of the service's operations.
- Working knowledge of different theories about early childhood to inform approaches to children's learning and development.
- Knowledge of and commitment to Occupational Health and Safety and Equal Opportunity policies and practices.
- Experience implementing a food safety program.

Qualifications and Experience

- Diploma in Children's Services or Bachelor of Early Childhood or other qualification deemed by the regulations to be equivalent or superior.
- Demonstrated substantial experience in the supervision of an early childhood service, including the management of staff.
- Demonstrated experience in the National Quality Framework and Victorian Early Years Learning and Development Framework.

Interpersonal Skills

- Excellent written and verbal communication skills to enable effective and professional communication with children, families, staff and other relevant professionals.
- Ability to gain cooperation and assistance from and negotiate with children, families and team members.
- Ability to discuss and resolve complex problems with families, staff and colleagues.
- Ability to convey tolerance and sensitivity to family and children's values and needs.

Key Relationships:

- The position will liaise with all staff in the Early Childhood Services team and other council employees.
- The position is required to maintain professional relationships with families, the early childhood industry, the community and other relevant professionals and support services.

Management Skills

- Ability to set priorities, manage time and resources efficiently to achieve specific and set objectives and goals.
- Show initiative and the ability to work independently as well as actively participate as part of a team.
- Capacity to delegate tasks and set priorities for those under supervision.
- Capability to provide team members with on-the-job training, guidance, coaching, mentoring and performance management.
- Ability to facilitate team development and cooperation.
- Capability to facilitate and lead parent participation.
- Ability to adapt to changing circumstances and take a flexible approach to changing needs and demands.
- Understanding of and ability to implement sound human resources policies and practices relating to OH&S, EEO and staff development.

Application requirements

- Diploma in Children's Services or Bachelor of Early Childhood or other qualification deemed by the regulations to be equivalent or superior.
- Current Level 2 First Aid and CPR certificate.

- Current anaphylaxis and auto injection pen certificate.
- Current asthma certificate
- Satisfactory National Criminal History Check.
- Working with Children Check.
- Food Safety Supervisor's certificate
- The position includes an inherent physical requirement to lift and carry children and equipment. Please refer to the Physical Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.
- The position will be required to attend meetings and training outside of the children's services centre's hours of operation.
- It is a requirement of Whitehorse Early Learning Services that all directors are assessed as Nominated Supervisors.
- This position has been identified as an "at risk" role which may have a potential occupational exposure to a vaccine preventable, communicable disease. It is a requirement that the incumbent receives immunisation in accordance with the Council's Staff Immunisation Program.
- In addition to Council's Staff Immunisation Program it is a requirement that the incumbent is also double vaccinated against COVID-19 due to the vulnerability of the clientele they will work with.

Key Selection Criteria

Has the relevant Qualifications, Certificates and Licences

1. Highly developed leadership skills along with prior experience in leading a medium size, diverse team and sustaining a positive team culture.
2. Ability to work under limited supervision and use professional knowledge and experience in making decisions and assessment.
3. Highly developed interpersonal skills with demonstrated ability to engage and work with a diverse range of stakeholders.
4. Capacity to contribute ideas and demonstrate initiative and flexibility.
5. Demonstrated knowledge and experience of current best practice in the provision of early childhood education and care services.

Physical Requirements

PHYSICAL FUNCTIONAL DEMANDS (POSTURE AND MANUAL HANDLING)

Physical Functional Demand	Specific Tasks	Frequency/Duration of performance of task per day	Comments
Standing Tasks involve standing in an upright position		Performed often	
Squatting Tasks involve bending at the knees and ankles, full squat and semi squat posture.		Performed often	
Kneeling Tasks involve bending at the knees and ankles.		Performed often	
Trunk rotation Tasks involve twisting/rotation of the hips.		Performed often	
Walking Tasks involve walking on even/uneven surfaces. Tasks involve walking up/down steep inclines.		Performed often Performed rarely	
Lifting (Floor to waist) Tasks involve raising, lowering or transferring objects ($\leq 9\text{kg}$) from one position to another, using the hands.		Performed sometimes	
Lifting (Between waist and shoulder) Tasks involve raising, lowering or transferring objects ($\leq 9\text{kg}$) from one position to another, using the hands.		Performed sometimes	

Physical Functional Demand	Specific Tasks	Frequency/Duration of performance of task per day	Comments
Lifting (Overhead) Tasks involve raising, lowering or transferring objects ($\leq 9\text{kg}$) from one position to another, using the hands.		Performed sometimes	
Heavy Lifting (Floor to waist) Tasks involve raising, lowering or transferring objects ($\geq 10\text{kg}$) from one position to another, using the hands.		Performed rarely	
Carrying Tasks involve moving objects ($\leq 9\text{kg}$) from one position to another, using the hands.		Performed sometimes	
Reaching forward Tasks involve forward reaching with the arms extended.		Performed sometimes	
Reaching above shoulder Tasks involve reaching overhead with arms raised.		Performed rarely	
Pushing/Pulling Tasks involve pushing objects away from the body or pulling objects towards the body (also includes striking or jerking).		Performed often	
Hand/arm dexterity Tasks involve use of hands and arms like wrist and/or elbow flexion and extension (i.e. typing, stacking).		Performed often	

Physical Functional Demand	Specific Tasks	Frequency/Duration of performance of task per day	Comments
Handwriting Tasks that require the production of written material to record or communicate information.			
Keyboard Duties Tasks involve sitting at workstation and using computer.		Performed often	

ENVIRONMENTAL DEMANDS

Environmental Demands	Specific Tasks	Frequency/Duration of exposure per day	Comments
Hazardous substances Tasks involve handling or transporting hazardous substances (e.g. gas.); explosive or flammable gases requiring precautionary measures.	Commercial dishwasher chemicals Cleaning chemicals e.g. bleach for out breaks	Performed rarely Performed sometimes	
Working outdoors Exposure to sunlight, precipitation and/or wind is required as part of work duties.		Performed often	

COGNITIVE AND PSYCHOSOCIAL DEMANDS

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Comments
	Unlikely	Possible	Occasionally	Regularly	
Adaptability and flexibility Ability to work effectively in the midst of change or rigid constraints. Adapts to changing needs, conditions and work responsibilities.				✓	
Decision making The ability to work effectively when analysing problems, organising information, resolving issues or generating solutions.				✓	
Degree of Self-Supervision The ability to work effectively without supervision.				✓	
Exposure to Confrontational Situations Ability to work effectively when confronted by an individual or encountering confrontational situations requiring			✓		

Psychological Demand	Required to perform roles and responsibilities of the job? (Tick appropriate option)				Comments
	Unlikely	Possible	Occasionally	Regularly	
the employee to take action.					
Problem Solving and Analysis The ability to work effectively at solving problems and analysing situations and information.				✓	

PHYSICAL FUNCTIONAL DEMANDS (SENSORY)

Sensory Demand	Required to perform roles and responsibilities of the job?			Comments
	Always	Often	Never	
Vision Tasks involve use of eyes as an integral part of task performance e.g. looking at computer screen, keyboard, etc., peripheral vision.	Necessary in order to effectively and safely perform roles and responsibilities.			
Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries.	Necessary in order to effectively and safely perform roles and responsibilities.			
Smell Tasks involve the use of smell as an integral part of		Needed in some instances to effectively and		

Sensory Demand	Required to perform roles and responsibilities of the job?			Comments
	Always	Often	Never	
the task performance e.g. working with chemicals.		safely perform roles and responsibilities		
Touch Tasks involve the use of touch integral to task performance.	Necessary in order to effectively and safely perform roles and responsibilities.			

Mandatory Personal Protective Equipment:

- Gloves
- Aprons
- Goggles (for handling cleaning chemicals)
- Closed-toes shoes

Any other relevant comments:

Exposure to noise – Performed often