

Position Description



YWCA CANBERRA

Position Information

Position	Executive Director Children's Services
Date approved	March 2024
Program	Children's Services
Supervisor	Chief Executive Officer
Location	Central Office and other operational sites as required
Hours of work	30-38 hours per week
Salary	As per contract

General Conditions of Employment

- YWCA Canberra Enterprise Agreement 2023-2027
- Appointment is subject to obtaining a satisfactory Working with Vulnerable People check at own cost
- Appointment is subject to satisfactory National Police Check within the last 3 months.
- Appointment is subject to satisfactory working rights in Australia
- All YWCA Canberra policies and procedures will apply
- Subject to a 6-month probation period

Position Statement

Reporting to and under the broad direction of the Chief Executive Officer (CEO), this autonomous senior executive role is responsible for leading the children's services portfolio and ensuring business development, quality assurance, consistent, and sustainable service delivery, and growth across the portfolio.

The role is an integral leadership role that sits within the Executive Team and manages the Children's Services Portfolio consisting of Early Childhood Education and Care (ECEC), School Age Care (SAC) Services, and School Holiday programs across Canberra and the region.

The Executive Leadership team practice a shared leadership culture and collaboration in the achievement of outcomes in the strategic plan approved by the Board of Directors. All activity is to be undertaken in a way that is consistent with:

- the Constitution of YWCA Canberra
- the decisions of the Board the direction of the Chief Executive Officer of YWCA Canberra
- the objectives and policies of YWCA Canberra, established by the Board
- all relevant Commonwealth and Territory legislative, sector regulation and compliance requirements

Main Responsibilities

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As a pivotal member of the Executive leadership team at YWCA Canberra, this role will lead, mentor and support teams within the Children's Services Portfolio, by:

- Identifying and determining, the strategic business direction of the Children's Services portfolio, aligned with the Board approved strategic plan, the organisation's mission, vision and values.
- Manage the Portfolio's best practice framework and review, develop and implement policies and procedures to ensure high quality service delivery.
- Ensure the portfolio operates within Child Safe Principals at all times.
- Ensure staffing and resourcing services are legislatively and ratio compliant and within budgetary frameworks and practices.
- Support and deliver the Childrens Services portfolio successful business growth and expansion of both new and existing programs and centres.
- Provide support and guidance to the Childrens Services leadership team to manage the day-to-day operations in Centres/Programs.
- Build relationships with current internal and external stakeholders, including government agencies to increase, deepen or diversify YWCA Canberra children's services.
- Actively lead and contribute to organisational change management processes to ensure an elevated level of motivation towards, and understanding of, the YWCA Canberra becoming a Children's Services market leader.
- Provide written reports and papers to the CEO and the Board on business development performance (KPI's), including opportunities, risks and emerging issues
- Lead the continuous improvement and innovation of service delivery across the portfolio.
- Contribute to maintaining the external accreditation and regulation such as Australian Children's Education Care and Quality Authority, ACT Childrens Education and Care Assurance and CCS (Child Care Subsidy).
- Contribute to YWCA Canberra's internal direction and policy development through participation on the Executive Management Team.
- Contribute to the development of the organisational planning and support reporting outcomes to the Board.
- Seek opportunities to develop the portfolio in accordance with YWCA Canberra's strategic directions and priorities.
- Promote and ensure compliance with WHS (Workplace Health and Safety) requirements for all activities related to Childrens Services including monitoring, reviewing and implementing best practice workplace processes and procedures.
- Operate within the organisations risk management frameworks, with responsibility for the oversight of risk management for the portfolio.
- Participate in and represent YWCA Canberra at forums and events.
- Uphold the policies and values of YWCA Canberra and other duties as required.

Selection Criteria

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<p>Qualifications</p>	<ul style="list-style-type: none"> • Tertiary qualifications in Business Management or equivalent experience. • Tertiary qualifications in ECEC/Education (highly desirable) together with demonstrated success in a similar field
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Demonstrated experience delivering successful business growth and services excellence within a competitive geographic region and community focussed environment. • Demonstrated executive leadership and management capability. • Proven expertise in the strategic oversight of large, complex budgets, ensuring optimal resource allocation and program effectiveness. • Current industrial relations knowledge and people development capabilities. • Understanding and current knowledge of the regulatory and compliance requirements. • Experience in leading quality improvement cycle.
<p>Capabilities and Behaviours</p>	<p>Analytical Skills: The ability to evaluate and analyse situations in a calm logical manner and to be able to isolate the main issues involved and suggest clear logical inventive solutions, taking all critical factors into account.</p> <p>Business Acumen: A keen understanding of business acumen to drive strategic decision-making and foster sustainable growth within the organisation</p> <p>Problem solving abilities: The ability to find the essential components of a problem, gather the relevant data, determine possible causes and solutions and the ways to implement these possible solutions.</p> <p>Negotiation Skills: The ability to engage positively and successfully in a range of bargaining or negotiating situations. Has mastery of the negotiation process whereby interested parties resolve disputes; agree upon courses of action, bargain for individual or collective outcomes. .</p> <p>Communication skills: The ability to communicate clearly and effectively in both normal and conflict situations. The ability to communicate to all sections of the organisation.</p> <p>Strategic Thinking: The ability to provide overall direction by strategising and to be able to give a clear business vision and direction and guidance by developing abilities in teamwork, problem solving, and critical thinking.</p> <p>Customer service: Maintaining and improving relationships with clients/employees/stakeholders.</p> <p>Emotional intelligence: The ability to empathise with people and to be able to read between the lines and judge moods and body language.</p>
<p>Other Requirements</p>	<ul style="list-style-type: none"> • Ability to work within the mission, vision, and values for YWCA Canberra . • High level of computer literacy. • Current full driver's license and access to vehicle with comprehen-

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	<p>sive insurance during working hours (if required) .</p> <ul style="list-style-type: none"> • A current Working with Vulnerable People Registration and satisfactory National Police Clearance. • Australian Citizenship or suitable rights to work in Australia
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Authorisation

Acknowledgement by Incumbent	Signature: Name:	Date	Click here to enter a date.
Chief Executive Office	Signature: Name:	Date	Click here to enter a date.

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