

POSITION DESCRIPTION

Date	March 2025
Position Title	Quality Assurance Advisor – Early Years
Reports to (position title)	General Manager Governance and Safety
Department	Early Years

ORGANISATIONAL CONTEXT

bestchance Child Family Care is an independent, not-for-profit, community organisation operating across 35 locations in Victoria and a Head Office in Glen Waverley.

bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC), Kindergarten, Child Care, Children's Therapy Services, Parent and Child Support, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based, and family centred.

bestchance also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

bestchance is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

PURPOSE

For all children, families, and individuals to thrive in their community.

VISION

Making a real and lasting impact for every child, family and community we support.

VALUES

Safety Always
Integrity and Accountability
Respect and Inclusion
Innovation and Improvement
Collaboration and Courage

POSITION PURPOSE

The Quality Assurance Advisor Early Years is a newly created role within the Governance and Safety team and plays a pivotal role in supporting Early Years programs in the implementation of policies and procedures relating to Child Safety and Wellbeing, Work Health Safety and Wellbeing and the National Quality Framework.

This part-time position provides independent support predominately to support the Early Years Program in meeting regulatory, legislative and contractual obligations.

PRIMARY OBJECTIVES

The role of the Quality Assurance Advisor Early Years is to:-

Support the General Manager Governance and Safety in:-

- Lead and/ or conduct or assist in independent internal investigations into serious incidents relating to children and/or staff, providing recommendations for implementation to ensure non-recurrence of same.
- The development and implementation of the Early Years Quality Dashboard report.
- Support in the implementation of all policies and procedures relating to Child Safety and Wellbeing and Health Safety and Wellbeing across the organisation.
- Maintain and up to date Quality Management System via the staff intranet.

Support the General Manager Early Years to:-

- Manage the Early years Quality Management System in supporting the development, review and implementation of policies and procedures to ensure Service comply with the National Quality Framework, National Regulations and National Law.
- Provide support to Early Years Services in preparing for Assessment and Ratings and supporting in the implementation of Continuous Improvement Plans as required.
- Review the effective implementation of recommendations resulting from internal investigations/
- Support Services in development of Service specific risk management plans to address the unique risks for each service.
- Support in the development of responses to any non-compliance findings resulting from Department of Education site visits and/or Assessment and Ratings to ensure non-recurrence.

The successful candidate for this role will have a strong focus on continuous improvement and be able to effectively influence compliance to regulatory, contractual, and legislative requirements across a variety of programs, including the National Quality Framework, Minimum Standards for School Registration, and the National Disability Insurance Scheme.

KEY RESULT AREAS AND RESPONSIBILITIES

Workplace Health & Safety:

- Maintain rigorous safety standards and support the implementation of WHS initiatives across all Services.
- Lead and promote a culture of strong governance promoting employee health, safety and security and operational risk management.
- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training.
- Act safely at all times.
- Respond to incidents, injuries and potential hazards in a timely manner.
- Participate in, and contribute to, health and safety awareness and improvements.

Stakeholder Management:

- Foster strong relationships across all leadership teams, regulatory bodies, and industry partners, as required.
- Work effectively with all internal staff, external stakeholders and services on site to support in meeting all regulatory, legislative and contractual requirements, predominately across Early Years.

Operational Excellence:

- Oversee operational performance, ensure compliance with the National Quality Framework (NQF), and drive continuous improvements.
- Champion processes that improve assessment and rating outcomes, ensuring that our Services are always striving for excellence.
- Develop and maintain quality assurance processes, ensuring consistency across service operations.
- Identifying, managing and monitoring risks to service delivery, quality, staff wellbeing and Child Safeguarding.

Workplace Health & Safety:

- Maintain rigorous safety standards and lead WHS initiatives across all Services.
- Lead and promote a culture of strong governance promoting employee health, safety and security and operational risk management.

- Be a role model for safety and security and comply with all workplace safety policy, procedure, work instructions and training.
- Act safely at all times.
- Respond to incidents, injuries and potential hazards in a timely manner.
- Participate in, and contribute to, health and safety awareness and improvements.

KEY SELECTION CRITERIA

- Experience in the early childhood education sector or experience in the quality assurance field.
- Strong understanding regulatory, legislative and contractual requirements.
- Strong understanding, or the ability to understand the Early Years Learning Framework (EYLF), National Quality Framework, and the Education and Care Services National Law
- Exceptional communication, leadership, and relationship management skills
- Strong leadership and team management skills with the ability to inspire and motivate diverse teams.
- Demonstrated ability to strategically think, collaborate and coordinate across state functions and the ability to navigate complexity, competing priorities and constantly changing situations and needs.

REQUIRED EXPERIENCE AND QUALIFICATIONS

- Quality Assurance and/or Lead Auditor qualification and experience
- Bachelor of Education / Teaching or Diploma in Children's Services (desirable)
- Ability to work independently and co-operatively in a team environment, with an innovative, supportive and flexible approach to work
- Ability to develop positive working relationships with multiple stakeholders, internal and external
- Valid Working with Children Check
- Driver's license and ability to travel overnight as needed