

INCLUSION AGENCY: CONTRACT MANAGER

Vision Statement

‘Gowrie SA is a progressive organisation that builds on our history to lead learning and inclusion with children, families and communities’.

The Inclusion Support Program (ISP) is funded by the Government to:

Support eligible Early Learning and Child Care (ELCC) Services to improve their capacity and capability to provide inclusive practices; and address participation barriers. This support should allow eligible ELCC services to include children with additional needs in mainstream services alongside their typically developing peers.

Summary of the Position and its Responsibilities

The Contract Manager of the Gowrie SA Inclusion Agency is responsible to the Chief Executive Officer of Lady Gowrie Child Centre Inc. operating as Gowrie SA.

The incumbent will ensure fidelity of the Gowrie SA Inclusion Agency in accordance with the Department of Education and Training contract, Inclusion Support Program Guidelines and policies and practices of Gowrie SA.

The incumbent will manage the work plan and performance of the Inclusion Agency through data analysis of Key Performance Indicators (KPIs) and supporting the team to ensure accountability in adherence to ISP Guidelines, contract and reporting requirements.

The Contract Manager will play an integral part in preparing and submitting the tender for further funding beyond June 2022.

This position is provided through funding from the Australian Government Department of Education and Training from 1 July 2019 to 30 June 2022, with the possibility of an extension. Should funding be withdrawn or varied, this position will become void or altered.

Agreement, Award and Conditions

- Some out of hours work and travel may be required
- Attendance at monthly Gowrie SA after-hours organisation-wide staff meetings is a requirement
- Attendance at other relevant meetings is a requirement
- Salary range: according to qualifications, working a minimum of 24 hours per week

The salary is non-award. Where the Contract and Gowrie SA policies and procedures are silent, conditions may align with the National Employment Standards (NES) and the Social, Community, Home Care and Disability Services (SCHDS) Industry Award 2010.

Educational Qualifications/Experience

Essential

- Degree or post graduate qualification appropriate for the position
- Experience working in a previous contract/project management roles

Desirable

- Post graduate qualification in a relevant disciplinary area
- Experience in a context working with and promoting the inclusion of children
- Previous experience with diverse teams
- Experience working with or in the early learning or disability sectors

Statement of Key Responsibilities

This role will work with the CEO, Team Leaders, Inclusion Professionals and Administration staff to ensure fidelity, of the Gowrie SA Inclusion Agency in accordance with the Department of Education and Training contract, Inclusion Support Program Guidelines and policies and practices of Gowrie SA.

Leadership

- Development of systems and processes to monitor and review the quality of program delivery
- Support the Team Leaders and the CEO in strategic thinking and planning to develop innovative and responsive delivery of the ISP
- Support the work practices of each Team Leader to ensure strong accountability to the ISP and Gowrie SA guidelines, policies and procedures
- Work with the Team Leaders to analyse complex issues as they arise and provision of recommendations, including regular follow-up until resolution
- Monitor the workload of Team Leaders including projects, initiatives, leadership and management tasks to ensure all deadlines are met
- Support the Team Leaders to develop strategies to analyse and minimise risk

Program Implementation and Consistency of Delivery

- Supports the leadership team in the implementation of an educative program for education and care services for inclusion of children
- Supports the leadership team in capacity building of education and care services throughout SA through the development of Strategic Inclusion Plans and inclusion-ready services.
- Regularly meet with Team Leaders to evaluate program performance in the progression of online SIP development and implementation, and productive service relationships
- Leads inclusion support provisions in line with the Guidelines, contract and funding requirements ensuring program objectives and service delivery outcomes are consistently met
- Provides strategic direction on current tasks/projects on the basis of recognised expertise or development needs and monitors the outcomes
- Undertakes comprehensive sector analysis of needs, including through feedback mechanisms, in relation to inclusion
- Supports the Team Leaders to take responsibility for mitigating risk in relation to complaints as escalated through the complaints system
- Supports Team Leaders to critically reflect on opportunities for improved service delivery
- Supports the Inclusion Agency team to ensure consistency across programs and the strategic direction of Gowrie SA
- Ensures the national Inclusion Support Portal is used in accordance with the guidelines and that the Gowrie SA CRM database is used appropriately to complement the Inclusion Support Portal
- Oversees and supports the Team Leaders to ensure IPs are adhering to directives and embedding initiatives such as an increase in online SIP development, completion of IA agreements, data collection, Inclusion Aware and program evaluations
- Supports the Team Leaders to ensure resources and strategies are evidence based and approved
- Works in collaboration with the CEO and Team Leaders to manage any conflict of interest that may arise

HR, Recruitment and Performance Management

- Provides evidence, in conjunction with HR Officer, the CEO and Team Leaders in matters related to the Inclusion Agency employees and their performance as professionals and to ensure such evidence is in line with program guidelines, established Gowrie SA policies and industrial relations Laws and Regulations
- Review, implement, monitor and provide feedback on policies and procedures
- Supports communication and mechanisms which enable all Inclusion Agency employees to be informed of policy, methodology, and administrative requirements in consultation with HR Officer

- In consultation with Team Leaders supports the creation and review of the annual professional learning plan in line with the tender requirements and Gowrie SA policies
- Supports the Team Leaders in the performance appraisal and goal review to ensure program guidelines and KPIs are met

Communication and Professional Relationships

- Analyse and propose alternative learning and teaching strategies relevant to the needs of the Inclusion Agency and stakeholders
- Enhances and promotes the Inclusion Agency profile through participation in and representation at meetings, forums, conferences etc.
- Liaises with relevant organisations in the inclusion sector, including stakeholders, other providers, sector peaks, government departments, advisory boards and national agencies funded under the Inclusion Support Program
- Build professional partnerships and relationships with Inclusion Agency employees, the wider Gowrie SA team and relevant organisations and stakeholders including other providers across health, education, disability, migrant and refugee groups and Aboriginal and Torres Strait Islanders groups, and record on the Stakeholder Management and Communication Plan/s
- Regular review of risk management procedures and processes
- Ensures confidentiality and privacy Laws are maintained at all times
- Work collaboratively with the Team Leaders and the CEO to negotiate problem solving approaches including conflict resolution
- Supports Team Leaders to ensure professional relationships are maintained with leaders and staff in services, stakeholder, and internally
- Works with the CEO to ensure professional relationships are maintained with DESE national office staff
- Supports the CEO and Team Leaders to ensure stakeholder satisfaction

Reporting, Finance and Adherence to Funding Agreement

- Supports the Team Leaders to review complex complaints within the complaint system to ensure expectations of the contract are met
- Works in collaboration with the CEO and Team Leaders to liaise with DESE office and ministerial staff regarding high level complaints
- Oversees program service delivery and implementation is in accordance with the conditions of funding and contract agreements
- Develops and implements relevant processes and procedures for evaluating outcomes of the Inclusion Agency
- Works in collaboration with the CEO to identify and recommend financial management and budgeting strategies to monitor financial performance of the Gowrie SA Inclusion Agency program, in line with Department approved budgets
- Completes the required DESE ISP templates, including the annual work-plan, meeting all reporting requirements
- Ensures reporting measures are achieved and data is entered and collated in time for reporting deadlines
- If required, to implement effective wind-down strategies at the completion of the funded program in consultation with the CEO

General

- Demonstrates a commitment to internal professional learning and critical reflection
- Demonstrates a commitment to the Gowrie SA vision, values and philosophy
- Demonstrates strong commitment to social justice
- Complies with Gowrie SA and Government branding requirements and oversees the use of appropriate and approved resources
- Advocate and represent the organisation and the Inclusion Agency in a professional manner conveying the value of the ISP and broader inclusion principles in a position and proactive approach
- Demonstrate advocacy which focuses on positive outcomes for the inclusion of children
- Any other duties as identified by the CEO

In collaboration with the CEO, the incumbent may lead the tender process for funding beyond the Inclusion Agency's current fund end date.

Person Abilities/Aptitudes/Skills

- Expertise in preparation of successful submissions and tenders
- Excellent research skills
- Proven interpersonal skills and communication skills in:
 - Provision of effective feedback
 - Establishing a cooperative team climate
 - Use of decision making modes appropriate to the situation
- Ability to work collaboratively and to negotiate problem solving approaches
- Ability to work autonomously, show accountability and demonstrate initiative
- Ability to receive, and act on, constructive feedback
- Ability to set goals, reflect and review
- Proven strong attention to detail and skills in data analysis
- Ability to conduct risk-benefit analysis and forecasting
- Ability to set time constraints and meet those deadlines set through strong planning and organisational skills

Knowledge

- Maintain an understanding and knowledge of current evidence based education and care practices, including current and emerging practices
- Knowledge of the ISP guidelines and the inclusion principles and practices
- Knowledge of the National Quality Framework, National Quality Standard and the Learning Frameworks (EYLF & MTOP)
- Knowledge of federal government tender processes
- Knowledge of changing policies and practices within education and care services which impact on the inclusion of all children
- Knowledge of Workplace Health and Safety principles and practices
- Knowledge of Discrimination Laws
- Knowledge of Industrial laws
- Computer literacy, including knowledge of Microsoft Office and online systems such as Portals, Customer Relationship Management software and video conferencing

Additional Non-Negotiable Requirements

- A current not-prohibited DHS Working with Children Check will be required
- A signed statement of 'no adverse effects' will be required and updated regularly



DECLARATION OF INCLUSION AGENCY CONTRACT MANAGER Job & Person Specification

Approval by the CEO:

Name:

Signature:

Date:

Acknowledged by Employee:

I have read the Inclusion Agency Contract Manager job and person description and agree to carry out the responsibilities and duties of the position diligently and to the best of my ability.

Name:

Signature:

Date:
