

## **INCLUSION AGENCY: PROGRAM LEADER**

### Vision Statement

‘Leading learning and wellbeing practices for children, families and educators in South Australia through co-designed and future oriented programs.’

The Inclusion Support Program (ISP) is funded by the Federal 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 Program Leader 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 provide innovative and entrepreneurial leadership 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 performance of the Inclusion Agency Team Leaders, and oversees same for Inclusion Professionals, supporting them to ensure accountability in adherence to ISP Guidelines, contract and reporting requirements, providing leadership that promotes teamwork and critically reflective practices to facilitate continuous improvement.

This position is provided through funding from the Australian Government Department of Education and Training from 1 July 2019 to 30 June 2021. Should funding be withdrawn or varied, this position will become void or altered.

### **Agreement, Award and Conditions**

- Some out of hours work and travel will 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 up to 38 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 high level leadership capacity
- Experience working with or in the early learning or disability sectors

#### **Desirable**

- Post graduate qualification in a relevant disciplinary area

- Experience in a context working with and promoting the inclusion of children
- Previous leadership experience with diverse teams

## Statement of Key Responsibilities

This role includes working with the CEO, Executive Leader Programs, Team Leaders, Inclusion Professionals and Administration staff to ensure that the Inclusion Support Program's principles and approaches regarding evidence based practice form a foundation for the work of Inclusion Professionals. The Program Leader oversees the work of the Team Leaders to ensure appropriate interventions for services and effective work practices.

### Leadership

- Development of systems and processes to monitor and review the quality of program delivery
- Strategic thinking and planning to develop innovative and responsive delivery of the ISP
- Oversee the work practices of each Team Leader to ensure strong accountability to the ISP and Gowrie SA guidelines, policies and procedures
- Provide critically reflective feedback to Team Leaders, and when required other Inclusion Agency employees, to support learning and practice improvements
- Identify and support ongoing skill development and capabilities of Team Leaders
- Identify own learning needs in the area of leadership and actively improve leadership abilities
- Ensure the leadership team works effectively to communicate to and with all employees of the Inclusion Agency
- Analysis of complex issues as they arise and provision of recommendations, including regular follow-up until resolution
- Support Team Leaders to facilitate reflective and purposeful individual and group conversations and professional relationships between team members
- Monitor the workload of Team Leaders including projects, leadership and management tasks
- Develop strategies to analyse and minimise risk including ensuring Team Leaders do the same
- Lead the development of high quality inclusion processes in line with current philosophies and inclusion practices
- Implement relevant aspects of the Gowrie SA Reconciliation Action Plan and ensure Team Leaders do the same

### Program Implementation and Consistency of Delivery

- Oversees the leadership team in the implementation of an educative program for education and care services for inclusion of children
- Oversees 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
- Has oversight of reallocations and the priority system
- Coordinates 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
- Takes 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
- Together with other Program Leaders, ensures 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, Child feedback app, Inclusion Aware and program evaluations
- Ensures resources and strategies are evidence based and approved
- Manage any conflict of interest that may arise
- Works, with the Team Leaders, to ensure all relevant expertise is recognised and accessed in a targeted way to including leaders, allied health advisors and staff from other programs

### HR, Recruitment and Performance Management

- Provides professional guidance, in conjunction with HR Officer, to Inclusion Agency employees in matters related to their performance as professionals and to ensure such advice is in line with program guidelines, established Gowrie SA policies and industrial relations Laws and Regulations
- Analyses and ensures consistency of Inclusion Agency outcomes particularly in circumstances of staffing changes (e.g. resignations, illness or leave)
- Ensures IP related feedback/complaints are recorded and management processes are followed, in consultation with HR Officer
- Works with the HR Officer and senior staff to ensure all aspects of service delivery comply with national laws regarding privacy and non-discrimination
- Review, implement, monitor and provide feedback on policies and procedures
- Implements policies and procedures for equitable selection, employment and retention of suitable qualified and experienced staff in consultation with HR Officer
- Establishes communication and mechanisms which enable all Inclusion Agency employees to be informed of policy, methodology, and administrative requirements in consultation with HR Officer
- Provides professional guidance and advice in consultation with HR officer to Inclusion Agency employees in all matters related to their employment and their performance to ensure such advice is in line with the Program guidelines, established Gowrie SA policies, regulations and law
- In consultation with Team Leaders create and review the annual professional learning plan in line with the tender requirements and Gowrie SA policies
- Play an integral role in the advertising, selection, induction coordination, and development of staff within the Gowrie SA Inclusion Agency in conjunction with HR Officer
- Undertakes performance appraisal and goal review for Team leaders and oversees same for all Inclusion Agency employees
- In consultation with the HR officer, ensures all aspects of HR and performance management comply with national laws regarding privacy and non-discrimination
- Ensures appropriate follow up with Team Leaders to monitor the progress of Performance Improvement Plans
- Undertakes performance management and follow up in consultation with the CEO

### Communication and Professional Relationships

- Analyse and propose alternative learning and teaching strategies relevant to the needs of the Inclusion Agency and stakeholders
- Promote a culture of learning and professional development including critically reflective practices for all employees with the Inclusion Agency
- Enhance and promote 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
- Regular review of risk management procedures and processes
- Ensure confidentiality and privacy Laws are maintained at all times
- Work collaboratively with the Team Leaders and the Program Leader to negotiate problem solving approaches including conflict resolution
- Ensure professional relationships are maintained with staff in services, stakeholders and state and national office staff
- Ensures professional relationships are maintained with and between Team Leaders, and between Team Leaders and Inclusion Professionals

### Reporting, Finance and Adherence to Funding Agreement

- Review of complex complaints within the complaint system
- Liaises with state 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
- Develop and implement relevant processes and procedures for evaluating outcomes of the Inclusion Agency

- Develops and monitors budgets in line with agreed targets and/or funding requirements
- Identify and recommend financial management and budgeting strategies in consultation with the Executive Leader Programs to monitor financial performance of the Gowrie SA Inclusion Agency program, in line with Department approved budgets.
- Analyse and manage the budget expenditures of the Inclusion Agency to maximise outcomes
- Completes the required Program templates, including the annual Work-plan, meeting reporting requirements and completion of an appropriate acquittal
- Ensure reporting measures are achieved and data is entered and collated in time for reporting deadlines
- 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
- Monitor group learning and development needs and facilitate professional learning and development with individuals and groups
- Demonstrates a commitment to the Gowrie SA vision, values and philosophy
- Demonstrates strong commitment to social justice
- Comply with Gowrie SA and Government branding requirements and oversee 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

#### **Person Abilities/Aptitudes/Skills**

- Proven entrepreneurial skills
- Expertise in preparation of successful submissions
- Proven interpersonal skills and communication skills in:
  - Leadership
  - Conflict resolution
  - 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 and demonstrate initiative
- Ability to receive, and act on, constructive feedback
- Ability to set goals, reflect and review
- Sound organisational skills
- Ability to conduct risk-benefit analyses

#### **Knowledge**

- Maintain a high level of understanding and knowledge of current evidence based education and care practices, including current and emerging practices
- Knowledge of leadership theories and practice
- Comprehensive knowledge of the ISP guidelines
- Knowledge of inclusion principles and practices
- Consistently demonstrate knowledge, understanding and practice of adult learning principles
- Knowledge of the National Quality Framework, National Quality Standard and the Learning Frameworks (EYLF & MTOP)
- Knowledge of a wide variety of possible funding sources
- 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 DCSI child related employment screening clearance will be required
- A signed statement of 'no adverse effects' will be required and updated regularly



**DECLARATION OF INCLUSION AGENCY PROGRAM LEADER  
Job & Person Specification**

**Approval by Program Leader:**

Name:

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Signature:

Date:

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**Acknowledged by Employee:**

I have read the Inclusion Agency Program Leader 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:

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Signature:

Date:

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