

Children's Services Operations Manager

POSTION TITLE	Children's Services Operations Manager
DEPARTMENT / INDUSTRY	Children's Services
AWARD / AGREEMENT	Award Free
CLASSIFICATION / GRADE	Manager Grade 2C – 3A

About YMCA South Australia

“We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit” (our mission).

YMCA South Australia is a not-for-profit community organisation that has served the South Australian community for 175 years. With approximately 1,200 employees (and growing), we deliver programs and services across the state in settings including community recreation centres, swimming pools, health and fitness facilities, community centres, camps, early education and schools and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life.

Our vision is to see **“lives enriched through wellbeing”** in this wider, and more integrated, sense across all of the South Australian communities in which we work.

The Y Factor

YMCA South Australia's culture is characterised by what we call “the Y Factor” – **“genuine care for the whole person, for every person.”** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community's wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can “grow in body, mind and spirit”.

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

“As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement.”

As a highly motivated and customer focused employee, the Children's Services Operations Manager will form part of a highly engaged and dedicated leadership team of children's services staff in the exceptional delivery of the Out of School Hours Care and Early Learning Care services within South Australia.

Areas of accountability	Key duties
Delivery of Quality Service	• Drive operational performance across YMCA SA's Early Learning Centres & OSHC programs, • Ensure services meet and exceed National Quality Framework (NQF) standards through implementation of comprehensive policies across child safety, behavioural management, and quality care • Monitor and analyse service performance metrics, identifying opportunities for improvement across all program areas • Support Regional managers in developing and implementing strategic plans to meet key performance indicators • Ensure State-wide service delivery maintains YMCA SA's high standards for quality and community impact in conjunction with Quality Team • Promote YMCA SA's commitment to child safeguarding and protective practices • Oversee implementation of customised programs and curriculums tailored to unique community needs • Support development and implementation of organisational policies and procedures • Lead quality improvement initiatives and service innovation projects • Provide support for Directors and services during Regional Manager leave
Staff Leadership and Management	• Provide exceptional coaching and mentoring to Regional Managers & Directors, and management teams across all service areas • Build capability within leadership teams to drive continuous improvement and innovation • Support Regional managers in problem-solving and solution-building to enhance service delivery • Foster collaborative leadership that reflects the Y Factor • Support educators and staff through continued up-skilling by industry experts
Community Engagement and Partnerships	• Work with Government, and other stakeholders to address local needs through a shared value approach with partners • Build collaborative community partnerships that enhance service delivery and community impact • Represent YMCA SA's values and mission within the broader community

	Partner with schools and community organisations to help build connected, healthy and happy communities
Work Health and Safety	- Attend WH&S committee meetings as required - Ensure staff are aware of the EAP program and information is provided on health and safety matters
Financial Management	- Assist the Regional Managers and Finance team with the management of operating budgets, including income measures, cost control, capital expenditure, and financial forecasting - Implement data analysis, KPI development, outcome measurement, and continuous improvement methodologies

Key Relationships

Reporting to:	Head of Children's Services
Direct Reports:	Regional Managers
Key Internal Relationships:	- Children's Services Administration Team - Children's Services Quality Team - Corporate Services
Key External Relationships:	- School Leadership positions - Department for Education - Catholic Education of SA

Selection Criteria

Qualifications and Licences – Essential

- National Criminal History Records Check (NCHRC) (must be within 6 months of issue date).
- International police check (for applicants who have worked overseas in the last 5 years).
- DHS South Australian Employment Working with Children Check (WWCC).
- RRHAN-EC Masterclass – Responding to Risks of Harm, Abuse and Neglect – Education & Care.
- Tertiary qualification in Children's Services (relevant field) or relevant experience
- Current Provide Emergency First Aid in an Education and Care Setting (HLTAID012)
- Provide CPR Certificate (HLTAID009) or equivalent.

Knowledge, Skills, Abilities and Experience – Essential

- Strong leadership experience to staff including training, quality improvement, support, and maintaining the standards of the service

- Demonstrated knowledge on how educational leadership is provided to ensure quality care, recreation and leisure programs for children, and direction, support, and continuous learning for staff according to the National Quality Standards
- The philosophy, policies, and procedures of the service are upheld, implemented, and reviewed regularly to meet relevant requirements
- The ability to lead and share information in addition to knowledge and expertise on practice, policy developments, and community changes that may impact the program
- Strong understanding of how to develop staff awareness of accountability, legal liability, and duty of care to children
- Demonstrated ability to build the capacity of staff by supporting and mentoring others to take on leadership roles
- Support a culture of continuous learning in the workplace (including own workplace learning)

Personal Attributes

- Demonstrates a commitment to the YMCA's mission and can role-model the "Y Factor" to others.
- Creates a fun and exciting work atmosphere that is hardworking, and goal orientated.
- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Promptly responds to customers' needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.
- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y.

Y People in Direct Contact Roles will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures, and practices.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.
- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.

- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.

Approval of Position Description

Date created or revised:	18 November 2025
Approved by:	Komala Champion, Head of Children's Services

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	