

<b>POSITION TITLE</b>	Team Leader - Enrolments		
<b>POSITION OVERVIEW</b>	Responsible for delivering high quality services through the effective management of Children's Services enrolment and waitlist processes and procedures. Build strong collaborative relationships to identify operational and strategic opportunities within the service and implement continuous improvement strategies.		
<b>CLASSIFICATION</b>	WCS Level 7	<b>SERVICE AREA</b>	Children's Services
<b>EMPLOYMENT STATUS</b>	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual		<b>HOURS PER WEEK</b> 38
<b>LOCATION</b>	Corinna St, Woden		
<b>IMMEDIATE MANAGER</b>	Director Children's Services		
<b>INDUSTRIAL AGREEMENT</b>	Woden Community Service Inc – Caring for our People, Building our Capability to Serve, - Enterprise Agreement 2021-2023		
<b>REPORTING RELATIONSHIPS</b>			
<b>NO OF DIRECT REPORTS</b>	2	<b>NO OF INDIRECT REPORTS</b>	NIL
<b>KEY RELATIONSHIPS</b>			
<b>INTERNAL</b>	Manager OSHC, Manager Early Childhood, ELC Managers, OSHC Service Managers and Coordinators, Social Inclusion Officer, Quality and Compliance team, Accounts Team, Finance Team		
<b>EXTERNAL</b>	Families, caregivers and Government agencies including Services Australia, DEST, CECA, CCSS Software providers and Helpdesk, other Community Organisations.		
<b>KEY ACCOUNTABILITIES</b>			
<ul style="list-style-type: none"> <li>▪ Apply National Principles for Child Safe Organisations, as applicable for the role.</li> <li>▪ Ensure compliance with government legislation through developing, monitoring and administering WCS's children's services enrolment policies and procedures.</li> <li>▪ Supervise and support the enrolment process for Early Learning Centre and OSHC programs including the 3-year-old initiative funding.</li> <li>▪ Plan and conduct year to year roll over processes to ensure compliance with regulations.</li> <li>▪ Ensure service users have access to, and are given, any relevant information about enrolments and regularly provide updated communication to families.</li> <li>▪ Review and update service handbooks and WCS website content relevant to Children's Services enrolment procedures and current fee structure.</li> <li>▪ Oversight and administration of CCS software and relevant subsidies, including ACCS and provide training to all CCS software users.</li> <li>▪ Administration of WCS access to Government Portals such as Provider Digital Access (PRODA).</li> <li>▪ Liaise with CCMS software provider to help facilitate the roll out of updates and new products.</li> <li>▪ Provide enrolment and utilisation reporting data as required including board, annual reports and budget preparation.</li> <li>▪ Contribute to the continuous improvement of service delivery by recommending and implementing agreed initiatives in accordance with legislative and organisational updates, reports, enrolment trends and financial subsidies.</li> </ul>			

- Support, mentor and supervise the enrolment team, including sourcing professional development and training as needed.
- Liaise with industry stakeholders such as Department of Education, Skills and Employment, CCMS software provider.
- Liaise with OSHC Service Managers, Coordinators, ELC Managers and other key stakeholders.
- Participate in user groups and other meetings as required.
- Implement enrolment management events and projects as required.
- Regularly evaluate personal performance and actively seek opportunities to develop professionally and personally. Engage in the ongoing improvement of own knowledge and skills through training and reflective practice.
- Actively participate in staff/team meetings, organisational activities and various community events.
- Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet organisational goals and timeframes.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles
- Perform other duties as directed by the Manager.

### EXPERIENCE & QUALIFICATIONS

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Demonstrated leadership and mentoring skills.</li> <li>• Current and demonstrated knowledge of the areas within the National Quality Framework relating to Enrolments.</li> <li>• Demonstrated experience and understanding of a Child Care Subsidy System, online enrolment and waitlist system and Government Funded Programs.</li> <li>• Analytic capabilities.</li> <li>• Excellent communication skills and the ability to relate positively to colleagues, clients and stakeholders.</li> <li>• Demonstrated ability to work effectively and collaboratively in a team.</li> <li>• Demonstrated stakeholder engagement and relationship management skills.</li> <li>• Commitment to providing consistent high levels of customer service.</li> <li>• Intermediate skills Microsoft Office especially Word and Excel.</li> <li>• Ability to exercise judgement and discretion in handling sensitive and confidential enquiries and information.</li> <li>• Demonstrated ability to establish rapport and build and maintain sound relationships with individuals, carers and families based on mutual respect and trust.</li> <li>• Demonstrated understanding and appreciation of the importance of personal and professional boundaries, privacy and confidentiality and ethical behaviour.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience with QikKids and QK Enrol</li> <li>• PRODA Registration</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Current full driver's licence and access to vehicle with comprehensive insurance during working hours.</li> <li>• Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct.</li> <li>• Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.</li> </ul>

<b>Document History</b>	<b>Original:</b> March 2022	<b>Revised:</b> N/A	<b>Version:</b> V1		
<b>Employee's name</b>		<b>Signature</b>		<b>DATE</b>	