



# Providing Support to Coordinators and Directors – The role of the Committee of Management Chairperson

LEANNE GIARDINA – *Executive Director, Community Child Care Association*

**If you are the Chairperson/ President of an education and care service your primary role is to provide leadership to the Committee of Management. You work with other committee members and the paid Coordinator / Director to ensure that all facets of the service come together in a focused and controlled way. You are a motivator who provides encouragement to members of the Committee of Management and staff to maintain their interest and commitment.**

The Coordinator/Director is the overall manager of the service and deals with all aspects of the day to day management and operation of the service. She/he is responsible for the management and operation of the staff team and ensuring staff have job descriptions, appointment letters, staff appraisals and mentoring and support. Who takes this role on in your service for the Coordinator/Director? As the Chairperson/ President it is important that you ensure they receive this support. In many instances it is the Chairperson/ President who provides regular support and feedback or it can be delegated to another committee member. Consider the following:

## **1. Do you currently implement a staff appraisal for your Coordinator/Director?**

If you don't, who does? As the Chairperson/ President you need to ensure that this is occurring every year. There are many benefits to performance appraisals. Formal time away from the day to day operation of the service provides an opportunity to reflect, plan, guide and provide feedback on the performance of the Coordinator/Director. Staff appraisals also provide an opportunity for;

- a. Documenting employee performance over a specific period of time
- b. Discussing performance with your Coordinator/Director
- c. Providing the Coordinator/Director with feedback about their performance and discuss how well they have met their goals
- d. The Coordinator/Director to clarify expectations, discuss issues and outline any additional resources or management support they consider necessary for their role
- e. Thinking and planning for the upcoming year and goal setting with the Coordinator/ Director's going forward
- f. Celebrating the achievements of the Coordinator/Director.

## **2. Do you meet with your Coordinator/Director on a regular basis?**

Consider scheduling an hour a month to discuss operational and management issues of the service and to provide support to the Coordinator/Director in their role. It can be difficult to achieve this when you are having a quick chat as you drop off or pick up your child. An agenda for this meeting could include operational and management issues, current work load and priorities for the Coordinator/ Director and any additional support or resources they require for their role.

## **3. Who sets the agenda for the Committee of Management Meetings?**

Ideally the agenda should be set by the Chairperson in conjunction with the Coordinator/Director. This ensures that everything that is required to be discussed is on the agenda and there is shared responsibility and ownership of service priorities. It demonstrates a team approach to all operational/management aspects of the centre/service and ensures that there are no surprises at committee meetings.

## **4. Does the Coordinator/Director provide a written report for Committee of Management meetings?**

What is the process for this? It is good practice to send a written Coordinator/Directors' report with the agenda to COM members prior to each meeting. Instead of the Coordinator/Director addressing every item in the report, this allows meeting time to be used for committee questions and to discuss in detail any recommendations or high priority issues raised in the report.

## **5. Is the provision of support to the Coordinator/Director documented in your Committee of Management roles and responsibilities?**

Do you have these included in your Committee of Management roles and responsibilities? If not, consider documenting and implementing some clear processes for this to occur. This will provide a solid foundation for the next Chairperson/President that you hand over to.

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**Remember, if your service is a member of Community Child Care, committee members can contact us directly to discuss their role and access support and resources.**

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 Contact CCC on  
phone: (03) 9486 3455 or  
email: [reception@cccinc.org.au](mailto:reception@cccinc.org.au) ◀