



CREATE Foundation Role Profile

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| Position Title: | Senior Program Facilitator |
| Reports to: | State Program and Engagement Coordinator |
| Location: | Cairns, QLD |
| Status: | Full Time |
| Salary: | SCHADS Award Level 4.1 + Above Award Rate + Superannuation + Salary Sacrifice |
| Hours: | 38 hours per week |

Position Statement

Primary Purpose of the role of Senior Program Facilitator

- Oversee the preparation for CREATE programs and activities and assist in program delivery to children and young people with a care experience.
- Ensure that program and activity evaluations from children and young people about the programs and activities they have attended is collected.
- Connect with children and young people face to face, email, social media, and phone to engage them in CREATE activities and events to facilitate their voice.
- Oversee the maintenance of accurate records of contact and communication with children and young people.
- Cleanse the clubCREATE data base, and manage 'return to senders' from mail outs and email mail out returns.
- Actively engage the OOH sector (government, case workers, NGO's etc) to promote membership of clubCREATE to source new members, and update children and young people's contact details.
- Maintain accurate details of program participation of children and young people on the ClubCREATE database.
- Source children and young people for opportunities to have a voice, for example, to deliver presentations, attend meetings, sit on panels, be a part of interview panels and so forth as required.
- Manage the office administration including WPH&S for the premises (where physical premises exist), ensure regular maintenance issues are reported through organisational processes, take responsibility for ensuring security processes are in place for the building, assist with general administration and office duties (this may include collecting mail, data entry, answering phones, compiling mail-outs, distributing invitations and taking RSVPs etc.).

Position Context and specific job requirements:

The Senior Program Facilitator position has responsibility for managing an office, and staff onsite, the role is focused on facilitating activities and programs for children and young people.

The successful candidate will need to have experience managing staff, understand child development, and trauma coupled with a comprehensive knowledge of the issues facing children and young people with a care experience coupled with highly developed communication and interpersonal skills.

Position Description

Key Responsibilities

Management

- Effectively manage the office
- Effectively supervise direct reports
- Contribute knowledge and information to the State Program and Engagement Coordinator

Relationship Management

- Develop and maintain culturally sensitive and appropriate relationships with children and young people that are face to face, via phone, text, email and social media.
- Communicate effectively with children and young people to ensure they are connected to CREATE, informed and supported to have a voice.
- Maintain positive relationships with the OOHC sector and agencies.
- Abide by organisational policies and CREATE's Core Principles.
- Communicate effectively with children and young people.
- Work collaboratively with colleagues.
- Maintain a positive work culture and operate in a culturally safe manner.

Data and Reporting

- Ensure data is entered accurately and on time.
- Contribute to state reports in consultation with the State Program and Engagement Coordinator.
- Take responsibility for collecting and recording accurate data, facilitating young people's engagement by completing evaluations and collecting evaluations, answering phone calls, and administration duties, etc.
- Take responsibility for data cleaning for the clubCREATE database, and return to senders, and any other tasks required by the State Program and Engagement Coordinator.
- Update program information on the clubCREATE database
- Any other task assigned by CREATE management or State Program and Engagement Coordinator.

Program(s) Delivery

- Assist to prepare for, and deliver programs and activities as required.

Key Relationships

Internal

- State Program and Engagement Coordinator
- Program Facilitator/s
- Engagement and Administration Facilitator/s

External

- Children and young people in care
- Department responsible for child safety/protection
- Out-of-Home care sector partners and agencies

Organisational Citizenship and Teamwork

- Demonstrate an active, dedicated commitment to the CREATE Mission, Vision and Core Principles.
- Abide by organisational policies, guidelines and practice guides.
- Actively seek to understand, represent and support CREATE's vision, strategic direction and company position to all stakeholders, internally and externally.
- Ensure a high level of confidentiality and integrity; liaise with stakeholders in a professional, respectful and constructive manner.
- Actively contribute to an environment of personal and physical safety for all staff, visitors and young people (incorporating company guidelines including Workplace Health and Safety, discrimination and harassment, etc).
- Participate in national CREATE initiatives, projects and events.

Key Result Areas

1. Effectively supervise direct reports.
2. Effectively oversee the delivery of events/activities and programs according to organisational training manuals and develop appropriate Risk Assessments in consultation with the State Program and Engagement Coordinator.
3. Ability to work in a culturally sensitive and inclusive manner and respectfully engage with children and young people in care including those from first nations backgrounds.
4. Effectively adhere to and facilitate Child Safe Standards by ensuring that a trauma informed approach to engagement with children and young people is employed.
5. Effectively connect with, and communicate with children and young people.
6. Oversight of accurate recording of data, and effective data cleansing and 'return to senders'.
7. Accurate recording of programmatic activity on clubCREATE.
8. Contribute to a positive organisational culture.

Key Criteria

You MUST address the below Selection Criteria and forward with your Cover Letter, and CV/Resume to be considered for this role:

Note: Aptitude testing will be conducted at interview.

1. University Degree tertiary education qualifications in either Social Science / Event Management / Human Services / Psychology / Sociology / Communications or relevant field and at least one year's experience in an NGO.
2. Demonstrated ability to work within the National Child Safe Standards, coupled with an in depth understanding of the impact of trauma on children and young people with a care experience and ability to understand the needs of young people in out-of-home care.
3. Highly developed IT literacy skills, and ability to use databases to capture and report on information accurately.
4. Highly developed written and interpersonal communication skills coupled with confidence in negotiation, conflict resolution and problem solving and the ability to act in a professional manner. Ability to communicate effectively with children and young people to provide information and encourage their participation. Ability to maintain accurate records and highly developed computer literacy skills (Microsoft Office suite). Ability to follow instructions and complete work to a high standard.
5. Engage productively and respectfully with first nations people and agencies. Operate within a culturally safe framework. Ability to engage respectfully with children and young people in care including those from all cultures including those from first nations backgrounds.
6. Ability to prepare for, promote and deliver programs and events for children and young people including workshops and training.
7. Ability to manage direct reports effectively, and manage workload to meet deadlines coupled with a demonstrated ability to work productively as a member of a team and maintain a positive work culture.
8. Demonstrated highly effective time management skills, highly organised and ability to prioritise a busy workload.
9. Ability to work autonomously and show initiative, coupled with an ability to work as a productive member of the team.
10. Successful Security Check per state requirements (for example Working with children card / Ochre card) and must comply with Government and/or health directives in each state jurisdiction, and where so indicated be vaccinated for COVID-19.
11. All applicants must be eligible to work in Australia. A copy of Proof of Citizenship or Permanent Residency status will be required.