



CREATE Foundation Role Profile

Position Title:	State Program and Engagement Coordinator
Reports to:	Operations Manager
Location:	Albion, Brisbane, QLD
Status	Fixed Term until 30 th June 2026
Salary	SCHADS Level 5 Base + Superannuation + Salary Sacrifice
Hours	38 hours per week (Fixed Term)

Position Statement

Primary Purpose of the role of the State Program and Engagement Coordinator:

- Work alongside the Advocacy and Influencing Manager to promote CREATE's advocacy goals and facilitate the engagement of children and young people to hear their voices, which will include assisting with consultation interviews, and networking at state / territory level to engage the sector.
- Identify, manage, and mitigate risk associated with programmatic activities and office management and manage the office.
- Oversight the effective delivery of CREATE programs and activities to children and young people with a care experience. Provide meaningful feedback during program reviews, and effectively oversight the collection of evaluations from children and young people about the programs and activities they have attended.
- Take responsibility for running programs events/activities in accordance with Action Plan goals, ensuring that programmatic activities are conducted in accordance with training manual specifications.
- Manage and supervise direct reports and ensure that they are supported to reach organisational goals and KPIs.
- Responsibility for connecting and communicating effectively with children and young people via face to face, email, social media, and phone to engage them in CREATE activities and events to facilitate their voice whilst ensuring a culturally safe environment.
- Maintain accurate records of contact and communication with children and young people with oversight of the ClubCREATE data base, to effectively manage the return to senders from mail outs and email mail out returns.
- Actively engage the OOHC 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.

- Proactively source children and young people and ensure that the team supports both national and state/territory opportunities for them 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.
- To assist with general administration and office duties (this may include collecting data, answering phones, compiling mail-outs, distributing invitations and taking RSVPs etc.).

Position Context and specific job requirements:

The State Program and Engagement Coordinator position is focused on ensuring that children and young people are provided with opportunities to have a voice and be heard and oversight the effective implementation of activities and programs.

The successful candidate will need to understand risk, be aware of and able to implement the National Child Safe Standards and ensure direct reports are conducting themselves in accordance with the standards. Coupled with a high level of understanding of child development, and trauma and a comprehensive knowledge of the issues facing children and young people with a care experience and an ability to communicate effectively and maintain a high level of professional integrity.

Position Description

Key Responsibilities

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 in the sector and keep abreast of developments and relay to the Advocacy and Influencing team.
- Work collaboratively with sector partners and colleagues.
- Abide by organisational policies and CREATE's Core Principles.
- Maintain a positive work culture and operate in a culturally safe manner.

Management

- This role does not manage Service Agreement negotiations. However, will be consulted during the negotiation period by the Deputy CEO and Business Administration Manager.
- Manage and mitigate risk for programmatic activities and WPH&S in the office.
- Participate actively and effectively in the quality assurance process.
- Supervise direct reports and provide effective guidance to support the team to reach the organisation's goals and adhere to organisational policy whilst maintaining a positive morale.
- Work effectively with the Finance Manager and team to ensure that financial policies and processes are adhered to.

Data and Reporting

- Take responsibility for collecting and recording accurate data, facilitating young people's engagement with completing evaluations and collecting evaluations, answering phone calls, and administration duties.
- Take responsibility for overseeing data cleaning for the clubCREATE database, and return to senders, and any other tasks required by the Operations Manager.
- Keep program information on the clubCREATE database up to date.
- Any other task assigned by CREATE management.

Program(s) Delivery

- Oversight program delivery, promote and deliver programs and activities according to the specifications in training manuals as required.

Budget Responsibility

- There is no budget responsibility for this role. The budget for programmatic activity is managed by the Finance Manager and team and this role is responsible for ensuring the correct paperwork is submitted to access funds to run programmatic activities.

Key Relationships Internal

- Operations Manager
- Advocacy and Influencing Managers
- 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 manage risk and ensure Program Risk Assessments and Individual Risk Assessments are comprehensive.
2. Effectively promote and deliver events/activities and programs according to organisational training manuals.
3. YAG meetings are developed and run appropriately to be information conduits between children and young people and CREATE and are recorded and minutes are shared with the Advocacy and Influencing team.
4. Demonstrated ability to work in a culturally sensitive and inclusive manner and respectfully engage with children and young people in care including those from all cultures those from first nations backgrounds.
5. Effectively adhere to and facilitate Child Safe Standards and ensuring that a trauma informed approach to engagement with children and young people is employed.
6. Effectively communicate with children and young people.
7. Accurately record data, and data cleansing and manage and monitor return to senders.
8. Accurate recording of programmatic activity on clubCREATE.
9. Contribute to a positive organisational culture.

Selection Criteria

Key Criteria

(The following requirements must be met to be considered for this role).

Note: Aptitude testing will be conducted at interview.

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

1. University Degree tertiary education qualifications in either Social Science/ Event Management/ Human Services / Psychology / Sociology/ Communications or relevant field and at least three years' experience in an NGO.
2. High level of understanding of risk and ability to develop comprehensive risk management strategies to mitigate programmatic and WPH&S risk and ensure the safety and wellbeing of staff and the children and young people.
3. 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.
4. Highly developed IT literacy skills, and ability to use databases to capture information accurately.

5. Demonstrated high-level of interpersonal and written communication skills with colleagues and children and young people and the ability to act in a professional manner at all times. A high level of skill in managing and negotiating conflict. High level of skill in supervising staff and ensuring they are clear about the organisation's expectations and are accountable. Ability to support staff to excel in their role and maintain positive morale.
6. Ability to communicate effectively with children and young people to provide information and encourage their participation. 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.
7. High level of organisational skill and ability to prepare for, promote programs and events facilitate program delivery for children and young people including workshops and training.
8. Ability to manage direct reports, and their individual and team performance. Demonstrated ability to manage the workload outlined in the Action Plan and meet deadlines as well as an ability to work productively as a leader and member of a team and maintain a positive work culture.
9. Demonstrated ability to work in a cross-cultural context, and ability work respectfully with Aboriginal and Torres Strait Islander peoples. Ability to work within the National Child Safe Standards.
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.