



## CREATE Foundation Role Profile

<b>Position Title:</b>	Engagement and Administration Facilitator
<b>Reports to:</b>	State Program and Engagement Coordinator
<b>Location:</b>	Brisbane, QLD
<b>Status:</b>	Fixed Term until 31 <sup>st</sup> December 2026
<b>Salary:</b>	SCHADS Award Level 4 + Superannuation + Salary Sacrifice
<b>Hours:</b>	(Part-time) 0.6 FTE - 24 hours per week

## Position Statement

### Position Context:

As the peak consumer body, CREATE represents the voices of children and young people with an out-of-home care experience. Widely regarded as a national leader in child and youth participation, demand for CREATE is growing as we continue to provide meaningful programs, best practice engagement, and system design support to sector and government agencies across Queensland.

With the recent launch of the Commission of Inquiry (the Inquiry) into Queensland's Child Safety System, CREATE Foundation is committed to ensuring children and young people's voices are foundational throughout the inquiry. The Inquiry is a major development impacting Queensland's child safety system and CREATE is in a position to support young people to share their experiences of what it's like interacting with the child safety system and what needs to change from their perspectives.

### Primary Purpose of the role of Engagement and Administration Facilitator:

The Engagement and Administration Facilitator (EAF) plays an integral role in supporting CREATE's capacity to meaningfully contribute to both ensuring the voices of children and young people are central to the Commission of Inquiry, and addressing current advocacy priorities including residential care reforms, and improved transition supports. The position will hold a particular focus on supporting CREATE's contribution to the Inquiry across two core areas of responsibility: internal and external stakeholder engagement (including children and young people) and administrative support and coordination. Specifically, the EAF will lead engagement and administrative tasks for programs, events, and advocacy products related to the Inquiry and identified advocacy priorities of CREATE

QLD . At times, the EAF will also provide programmatic support by facilitating/co-facilitating core programs and events.

As the successful candidate, you will be both young-person focused, and detail orientated, with an ability to work across teams. Ensuring clear communication, efficient coordination and strong administration, you will serve as a key connector and enabler for young people's voices and participation in the Inquiry.

## Position Description

### Key Responsibilities:

#### 1. Relationship Management

- Develop and maintain culturally sensitive and appropriate relationships with children and young people via phone, text, email and social media.
- Communicate effectively with children and young people to ensure they are connected to CREATE, informed about the Inquiry and supported to participate in and contribute to the Inquiry.
- Liaise with relevant stakeholders and support the sector's awareness of CREATE's work in relation to the commission of inquiry and opportunities for young people to be involved.
- Work collaboratively with colleagues.
- Maintain a positive work culture and operate in a culturally safe manner.

#### 2. Data and Reporting

- Take responsibility for collecting and recording accurate data, facilitating young people's engagement by completing evaluations and collecting evaluations, answering phone calls, mail duties, etc.
- Minute taking, recording, and documentation of outcomes for programs, events and governance groups
- Take responsibility for updating and data cleaning for the clubCREATE database, and return to senders, and any other tasks required by the State Program and Engagement Coordinator.
- Maintain accurate records of contact and communication with children and young people.

#### 3. Program(s) Delivery and Support

- Lead administrative tasks for CREATE programs and governance group meetings during both the preparation and post-program stages.
- Support children and young people to engage in core CREATE programs & events as well as opportunities specific to the inquiry.
- Co-facilitation and/or provision of secretariat support for youth advisory groups and youth governance groups that contribute to CREATE's advocacy work in relation to the Commission of Inquiry and advocacy priorities.
- Support young people to share their voice in external opportunities associated with the Commission of Inquiry through the provision of emotional and/or practical support.

### Key Relationships:

### **Internal**

- State Program and Engagement Coordinator
- Advocacy Leads
- Marketing and Communications team
- Program Facilitators

### **External**

- Children and young people in care
- Department of Families, Seniors, Disability Services and Child Safety
- 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 position to all stakeholders, internally and externally.
- Act in the interests of CREATE by understanding, representing and supporting the organisation's vision and policy positions positively to all stakeholders, and liaising with stakeholders in a professional, respectful and constructive manner.
- Act with a high level of integrity, at all times, including through complying with organisational policies, and protecting the privacy and confidentiality of information as required by law and policy.
- Support knowledge transfer and information sharing between relevant staff and business areas, and ensure good record keeping practices.
- 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. Through improved administrative efficiency, increase CREATE's capacity to contribute to the Commission of Inquiry into Queensland's Child Safety System and influence change in relation to identified advocacy priorities.
2. Increase young person awareness of, and participation in, Inquiry related opportunities and core CREATE programs/events.
3. Consistently demonstrate respectful and inclusive communication and engagement with children and young people in care including those from all cultures including Aboriginal and Torres Islander backgrounds.
4. Improve communication and collaboration across CREATE's Advocacy and Program teams and contribute to a positive organisational culture.
5. Accurate recording and documentation of program outcomes and data.

### Key Criteria

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

1. Tertiary education qualifications (degree) in Social Science, Human Services, Psychology, Sociology, Communications and at least one years' experience in an NGO, or experience in a relevant field.
2. Knowledge of Queensland's Child Protection and/or Out of Home Care system.
3. Demonstrated ability to work within the National Principles for Child Safe Organisations, 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 (Microsoft Office suite), and the ability to use databases to capture information accurately.
5. Highly developed written and interpersonal communication skills coupled with confidence in negotiation, problem solving and the ability to act in a professional manner at all times. Ability to communicate effectively with children and young people to provide information and encourage their participation.
6. Operate within a culturally safe framework. Demonstrated ability to work in a cross-cultural context, and the ability to work respectfully with children and young people in care including those from all cultures including Aboriginal and Torres Islander backgrounds.
7. Ability to co-facilitate and promote programs and events for children and young people including workshops and training.
8. Ability to work autonomously and show initiative, coupled with an ability to work as a productive member of a team and maintain a positive culture. Ability to manage workload and meet deadlines.
9. Successful Security Check per Queensland state requirements (for example Blue Card) and must comply with Government and/or health directives of the Queensland Government.
10. All applicants must be eligible to work in Australia. A copy of Proof of Citizenship or Permanent Residency status will be required.