



CREATE Foundation Role Profile

Position Title:	Program Facilitator
Reports to:	State Program and Engagement Coordinator
Location:	Adelaide, South Australia
Status:	Permanent Full Time
Salary:	SCHADS Award Level 4 + Superannuation + Salary Sacrifice
Hours:	38 hours per week

Position Statement

Primary Purpose of the role of Program Facilitator

- Prepare and plan CREATE programs and activities and facilitate program delivery to children and young people with a care experience.
- Collect evaluations and feedback from children and young people about the programs and activities they have attended to support quality improvement and reporting processes.
- Connect and engage 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.
- Maintain accurate records of contact and communication with children and young people.
- Update CREATE's membership data base, and manage 'return to senders' from mail outs and email mail out returns.
- Actively engage the OOHHC sector (government, case workers, NGO's etc) to promote children and young people's membership with CREATE, sourcing new members, and updating children and young people's contact details.

- Capture, maintain and report details and outcomes of program participation of children and young people using organisational practices and databases.
- Source opportunities for children and young people to have a voice, advocate and lead as lived experience experts. This may include opportunities' such as delivering presentations, training sector workers, meet with Ministers, sit on consultation panels or governance groups, and be a part of interview panels for CREATE
- Support 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 Program Facilitator position is focused on the preparation and facilitation of programs and events for children and young people. The State team, work collaboratively and alongside one another to deliver quality and meaningful programs and activities. This means that the Program Facilitator will take the lead in delivering programmatic activities, while also supporting fellow co-facilitators (including Young Consultants) in their delivery of workshops, events, and training sessions.

CREATE offers a unique opportunity in which children and young people share their voices, insights and ideas in a space that is independent from government groups or service providers that provide support to children and young people. In sharing their voices, children and young people are the experts and thus are regularly called upon for their expertise advice and insights of the care system. To ensure safe, inclusive and empowering outcomes, the successful candidate will need to understand child development, the impact of trauma, coupled with a comprehensive knowledge of the issues facing children and young people with a care experience. It is essential also that the candidate has highly developed communication and interpersonal skills.

Position Description

Key Responsibilities

1. 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.
- Establish and maintain positive relationships with stakeholders to support awareness of and engagement with CREATE programs and activities.
- Abide by organisational policies and CREATE's Core Principles.
- 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 and collecting evaluations, answering phone calls and administration duties.
- Capture, document and report details and outcomes of programs and events.
- Take responsibility of updating and maintain accurate data for the CREATE databases.
- Update program information on the CREATE databases and maintain accurate records of contact and communication with children and young people.

3. Program(s) Delivery

- Prepare and facilitate programs and activities with children and young people.
- Create safe, inclusive and empowering spaces for children and young people to participate in CREATE programs and activities.
- Co-design and co-facilitate programs alongside Young Consultants, colleagues and peers.

Key Relationships

Internal

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

External

- Children and young people in care
- Department responsible for child safety/protection
- Out-of-Home care sector partners and agencies
- Foster, Kinship, Residential and informal Carers

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.
- Maintain a high level of confidentiality and integrity and 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

As part of the team, the successful candidate will be responsible for delivering high-quality outcomes across the following areas:

1. **Program Delivery**
Successfully deliver events, activities, and programs in alignment with organisational training manuals and guidelines.
2. **Cultural Sensitivity and Inclusion**
Engage respectfully and inclusively with children and young people in care, including those from diverse cultural backgrounds and First Nations communities.
3. **Child Safety and Trauma-Informed Practice**
Uphold and facilitate the National Child Safe Standards by applying a trauma-informed approach in all interactions with children and young people.
4. **Effective Communication**
Build trust and rapport through clear, respectful, and age-appropriate communication with children and young people.
5. **Data Management**
Ensure accurate data entry, cleansing, and management, including timely resolution of return-to-sender issues.
6. **Program Activity Recording**
Maintain precise records of program activities using the clubCREATE platform.
7. **Team Contribution**
Foster a positive and collaborative organisational culture through active participation and professional conduct.

Selection Criteria

Key Criteria

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

1. Tertiary education qualifications in Social Science, Human Services, Psychology, Sociology, Communications or relevant field and/or relevant experience in a related field.
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 (Microsoft Office suite), and ability to use databases to capture and report on information accurately.
4. Highly developed written and interpersonal communication and engagement 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 support their participation. Ability to follow instructions and complete work to a high standard.
5. 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. Demonstrated ability to prepare, promote, and deliver programs and events for children and young people, including co-facilitation of workshops and training sessions.
7. Proven ability to manage and prioritise a busy workload while meeting deadlines. Demonstrated capacity to work collaboratively within a team and contribute to a positive workplace culture, alongside the ability to work autonomously and show initiative.
8. Successful Security Check per state requirements (for example Working with children card) and must comply with Government and/or health directives in each state jurisdiction.
9. All applicants must be eligible to work in Australia. A copy of Proof of Citizenship or Permanent Residency status will be required.