



CREATE Foundation Role Profile – NT Program Facilitator

Primary Purpose of the role of Program Facilitator

- Assist in the preparation for CREATE programs and activities and assist in program delivery to children and young people with a care experience.
- Assist in collecting evaluations from children and young people about the programs and activities they have attended.
- 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.
- Maintain accurate records of contact and communication with children and young people, including program participation.
- Managing the data-base and 'return to senders' from mail outs and email returns.
- Actively engage the OOH sector (government, case workers, NGO's etc) to promote membership of clubCREATE and source new members.
- Build relationships with children and young people, empowering their voice and promoting opportunities for them to deliver presentations, attend meetings, sit on panels, be a part of interview panels, etc. 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 Program Facilitator position is focused on assisting to prepare and run activities and programs for children and young people.

The successful candidate will need to have an understanding of trauma-informed practice and issues facing children and young people with a care experience, along with a highly developed communication and interpersonal skills.

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 with the OOH sector and agencies.
- 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.

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 data cleansing within CREATE databases, and 'return to senders', and any other tasks required by the State Program and Engagement Coordinator as relevant to the role.
- Update program information on CREATE databases
- Any other task assigned by CREATE management or State Program and Engagement Coordinator as relevant to the role.

Program(s) Delivery

- Prepare for and deliver programs and activities as required.
- Administration required for successful program delivery including completions of risk assessments, individual needs forms and consent forms.
- Communicate effectively with children, young people and their care families before, during and after program delivery.

Key Relationships Internal

- State Program and Engagement Coordinator
- All other CREATE staff within the NT office

External

- Children and young people in care
- Department responsible for child safety/protection
- Out-of-Home care sector partners and agencies
- Other NGO's as appropriate

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, 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

1. Effectively delivery events/activities and programs according to CREATE expectations and procedures.
2. Demonstrated 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, and all cultures.
3. Effectively adhere to and facilitate National Child Safe Standards, including ensuring a trauma informed approach to engagement with children and young people.
4. Effectively communicate with children and young people.
5. Accurate recording of data, and data cleansing, including accurate recording of programmatic activity on CREATE databases.

Contribute to a positive organisational culture.

Selection Criteria

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

You MUST address the below Selection Criteria and forward with your Cover Letter, and CV/Resume to be considered for this role. Please limit response to 4 pages in total

1. Relevant experience within the sector or similar field, with a tertiary education (University Degree and/or Diploma) in a relevant field including Social Work, Social Sciences, Youth Work, Community Development, Event Management, Human Services, Psychology, Communications highly regarded.
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. Excellent IT literacy skills, and ability to use databases to capture and report on information accurately, maintain accurate records.
4. Strong written and interpersonal communication skills, including conflict resolution and problem solving, and The ability to communicate effectively with children and young people and encourage their participation.
5. Engage productively and respectfully with First Nation peoples and agencies, while operating within a culturally safe framework, including the ability to engage respectfully with children and young people in care from First Nations backgrounds and all cultures.
6. Ability to prepare for, promote programs and events and co-facilitate program delivery for children and young people including workshops and training.
7. Demonstrated time management skills, including the ability to manage workload and meet deadlines, work autonomously and show initiative.
8. Work productively as a member of a team and contribute to a positive work culture.
9. An NT specific Working with children card (Ochre card) and drivers' licence are requirements of this role prior to commencement.

All applicants must be eligible to work in Australia. A copy of Proof of Citizenship or Permanent Residency status may be required.