thenorthterncentre
care. connect. grow. our community

POSITION DESCRIPTION

POSITION TITLE: Supported Playgroup and Parenting Program Facilitator

POSITION OBJECTIVE:

This role is responsible for delivering the suite of Community and Family Support (CAFS) services, including Supported Playgroups, Parenting Programs and other activities to vulnerable families and parents to assist in providing solid parenting foundations.

REPORTING STRUCTURE:

This position reports directly to the Programs Manager - TEI. There are no direct reports to this position.

KEY DUTIES & RESPONSIBILITIES:

Supported Playgroup & Parenting Program

- Assess client's eligibility and suitability for programs and supported playgroups.
- Facilitate supported playgroups in accordance with CAFS guidelines.
- Provide parents with effective activities, information and coaching to assist them in building positive parenting skills through the delivery of a minimum of two (2) parenting programs per financial year based on community need.
- Attend case conferences and review meetings with clients and other service providers, if required.
- Ensure key deliverables and timeframes are met as set by the Organisation.
- Be a source of referral for clients who need additional support and community networking.
- Document client interactions through the maintenance of case records (client files, group records) and appropriate reports in accordance with TNC's policies and procedures and maintain client records and program activity using electronic client management systems.
- Set up, pack up equipment for Programs and Supported Playgroups. Maintaining clean, safe and hygienic play areas and equipment.
- Develop a safe and comfortable environment to enable clients to access the services of the Organisation.
- Positively contribute to the Organisation's work in the community.
- Promote and maintain positive relationships with existing and new partner organisations, referral agencies and other identified external stakeholders, including those within the CALD community.
- Undertake any other duties as required by the management within the scope of the Supported Playgroup and Program Facilitator role.
- Promote and maintain positive relationships with clients and other staff members.

Workplace Health and Safety

- Take all reasonable and practical steps to ensure the safety, health and welfare of all employees, contractors and visitors in consultation with other staff and in accordance with relevant legislation and the Organisation's Policy and Procedures.
- Intervene wherever unsafe work practices are observed and report WHS promptly.
- Ensure accident/injury reports are completed in the event of a workplace accident.
- Promote a positive workplace culture that is free of bullying, harassment and discrimination.

Administration

- Lead reporting to the funder in terms of KPI using both CORIS and DEX reporting portals
- Support the CEO in the financial reporting requirements.
- Maintain accurate case notes, reports and complete records of work performed in the appropriate database or organisation systems.
- Contribute to the smooth and effective operation of the office environment.
- Provide written and verbal reports as required in line with the team KPIs and contract requirements.
- Ensure the integrity of client-related documentation and data entry procedures, and that information is up to date in existing and future client management systems.
- Complete statistical returns and reports as requested by the manager and participate in research and evaluation projects for the program.

General

- Working after hours and on occasion Saturday where required.
- Conduct yourself in a professional manner in all dealings with other staff members, clients, and all stakeholders to ensure the reputation and integrity of TNC is upheld in line with our Code of Conduct.
- Perform other appropriate duties and responsibilities as assigned by the Programs Manager - TEI and the Organisation.
- Adopt continuous learning and improvement processes in all aspects of the position.
- Familiarise, implement, participate and promote Organisational Policies and Procedures, values, and Workplace Health and Safety (WHS) objectives, processes and procedures.

KEY SKILLS & EXPERIENCE

Qualifications

- Relevant tertiary qualifications in Social Work, Early Childhood Education or substantial experience in a related field that includes parenting programs, supported playgroups, and other relevant family work.

- National Police Check Clearance upon commencement (completed every three years).
- Current NSW Working with Children's Check (WWCC) upon commencement.
- Current First Aid Certificates.
- Current NSW Driver's Licence.

Experience Required

- Demonstrated experience in delivering effective programs to families.
- Demonstrated experience in providing supported playgroups, parenting programs or family work.
- Direct experience and demonstrated skill in working with clients facing a range of issues and significant experience working with families with children between the ages of 0-18 years.

Computer Skills

- Sound computer skills, including use of Microsoft Office suite and CRM databases.

Aptitude & Interpersonal Skills

- Ability to work well and autonomously, within a team environment.
- Ability to prioritise workload in a busy and fast paced environment.
- Strong written and verbal communication and interpersonal skills.
- High level of attention to detail.
- Able to use own initiative and handle multiple tasks.
- High-level organisational and coordination skills.
- Excellent interpersonal skills.
- Professional personal presentation.
- Customer service orientation.
-

Desirable criteria

- Bilingual
- Experience working with individuals and families from a CALD background

- **KEY PERFORMANCE INDICATORS (KPIs)**
- Client service and satisfaction (Client/staff satisfaction and feedback).
- Appropriate confidentiality and sensitivity are maintained in all interactions.
- Representation of TNC in a professional manner.
- Facilitation of support groups and parenting programs in line with the program objectives and deliverables.
- Satisfactory achievement of ongoing targets, goals and objectives as set by your Manager and TNC.
- Accuracy and timeliness of tasks including data entry, filing, reports,

documentation and information management within the Organisation's databases and systems.

- Adherence, utilisation and promotion of the Organisation's vision, philosophy, core values, quality standards, best practice, policies and procedures and WHS requirements.