

Position Description

POSITION TITLE	MyTime Officer
REPORTING TO	MyTime Senior Program Manager
DIRECT REPORTS	N/A
CLASSIFICATION	Social, Community, Home Care & Disability Services Industry Award – Modern Award.
EMPLOYMENT TYPE	This position is casual / part time

Organisational background

Down Syndrome Victoria (DSV) is Victoria's state wide peak association representing people with Down syndrome and their families. We are a community-based, not-for-profit membership association who has a proud history of supporting individuals, families and the community since 1978.

We work alongside people with Down syndrome and their families so they may reach their full potential and live the lives they choose. DSV provides information, training, general support, education support and services with and for people with Down syndrome, their families, professionals, and the wider community. This includes prenatal support and information to expectant parents and health professionals.

DSV advocates with and for people with Down syndrome to have access to the same opportunities, supports and community activities as other Victorians. We work within a human rights framework, consistent with the United Nations Convention on the Rights of People with Disability. We want to live in a society where people with Down syndrome are valued, and enjoy social and economic inclusion.

Together, we can and will create this inclusive community.

Position background

MyTime is a national program of facilitated peer support groups for parents and carers of children with disability, developmental delay or chronic medical condition (referred to from here on as 'children with disability'). MyTime provides peer support groups for parents/carers, with a facilitator for parents and a play leader for preschool aged children. Parents or caregivers of a child up to age 18 years may attend. The objective of MyTime is to establish and maintain peer support groups that increase parents/carers feelings of support in their caring role.

MyTime aims to increase parent/carer:

- Help-seeking behaviours
- Perception of support
- Knowledge and skill in parenting a child with disability
- Develop peer networks
- Confidence and efficacy
- Wellbeing
- Empowerment

MyTime was established in 2007 and is funded by the Australian Department of Social Services (DSS) under the 'Families and Children' program. The Parenting Research Centre (PRC) manages the program across Australia.

DSV runs a number of MyTime groups throughout Victoria directly and has partnerships with other organisations who run groups on behalf of DSV. The MyTime Officer is responsible for the facilitation of a DSV MyTime group, and to provide support and guidance to other MyTime groups in their region, ensuring the smooth running of MyTime in accordance with PRC and DSV policy, procedure and guidelines.

Key deliverables & responsibilities

Region Administration

- Provide IT support to Facilitators within the Region as required
- Understand the MyTime model, work with the Senior Manager to ensure MyTime Groups are run to required standards, according to the aims and principles of the MyTime program
- Build and maintain strong collaborative links between all program partners
- Support Facilitators and Play Leaders to access and understand program resources and information (including how resources and information can be used meaningfully within a peer support context and how to promote MyTime to the wider community)
- Support Facilitators to develop and implement locally-relevant strategies to encourage MyTime member recruitment, registration and session participation.
- Work with the Senior Manager to ensure Facilitators and Play Leaders understand MyTime aims and principles
- As required assist facilitators to ensure a venue is safe and appropriate
- Ensure all term flyers are received on time
- Assist MyTime Facilitators to inspect potential new meeting locations
- Provide guidance and assistance to Facilitators and Play Leaders in the region
- Work with the Senior Manager to ensure the region meets KPIs i.e minimum average & unique attendees

Group Administration

- Source and schedule guest speakers
- Promotion of the MyTime Group, recruiting and engaging new members, ensuring Groups are open, inclusive, flexible, and culturally appropriate
- Ensure sessions meet content, delivery and data recording requirements. Reports must be completed within 1 week of session delivery.
- Assist new members, making them feel welcome and help them to complete their Group registration form
- Ensure session content is based on best practice and provide evidence-based materials, relevant to group needs and interests, making appropriate use of MyTime resources
- Manage Group dynamics and resolve conflict
- Manage and support Group processes and providing resources for the group, and establishing work practices that enables group the facilitator and play leader to be self-directed in their responsibilities
- Build the knowledge and skills of the Group by connecting with the local community and other support services within the area
- Have clear rules and practices to promote safety and wellbeing of members. Ensuring parents are responsible for children at all times during the MyTime session
- Meet group KIP's i.e. minimum average & unique attendees

PRC requirements

- Engage in the Check-in and New Member Surveys as part of the evaluation of the program
- Plan sessions in accordance with the MyTime model as well as the interests and wishes of the Group members
- Comply with partner agency training and upskilling requirements, and attending events

DSV Requirements

- Ensure appropriate, valid First Aid, CPR and Anaphylaxis Certificate
- Attend meetings as requested by DSV
- Ensure adherence to DSV's MyTime Manual, as well as policies and procedures, and compliance to PRC and the various legislative obligations, including OH&S, and child safe practices. Any incidents or potential risks must be reported to the MyTime Senior Manager in a timely and effective manner.
- Regional and Metro Melbourne travel will be required

Key selection criteria

Essential

- A diploma or degree in a relevant area (ie. family support, child development, social work, psychology); OR significant experience in the facilitation of groups and work in the family support context
- Excellent IT skills, ability to provide basic IT support
- Key stakeholder management
- Well developed written and verbal communication skills
- Excellent administration, organisation and time management skills
- Experience of working within the disability sector
- Strong commitment to inclusion of people with disabilities within the community
- Ability to understand and work with both formal (services) and informal (volunteers) community networks and systems
- Report writing experience
- Understanding and experience of peer support theory and dynamics
- Current drivers licence
- Knowledge and understanding of issues facing parents of children with additional needs
- Experience in the delivery of group services via online methods

Desirable

- Lived experience of Down syndrome or disability

Personal qualities

Our values guide who we are and what we stand for in every interaction.

- **Respect for people:** We develop lifelong relationships based on value, trust, compassion and respect.
- **Do the right thing:** We are honest, ethical and trustworthy. We take accountability for our actions to deliver in the best interest of people with Down syndrome and their families.
- **Passion for members, families & community:** We exist for our members and community. We listen, lead, create opportunities and take action to ensure an inclusive future

All roles at DSV requires an empathetic approach, ability to handle difficult situations and appreciate the needs of people from diverse backgrounds. The ability to work both autonomously and as a team is integral to your success in this role.

Work environment

The nature of our small team and priority to deliver in the best interest of people with Down syndrome necessitates a degree of flexibility. This includes a willingness to support colleagues which at times will require you to perform tasks outside of your immediate role.

DSV provides a professional, collaborative, and safe working environment. All DSV employees are expected to comply to our code of conduct and all DSV policies and procedures in the best interest and safety of colleagues, members and the community. Further details are available within the DSV Staff handbook.