



CREATE Foundation Role Profile

Position Title:	Engagement and Administration Facilitator
Reports to:	State Program and Engagement Coordinator
Location:	Albion, Brisbane, QLD
Status:	Part Time
Salary:	SCHADS Award Level 4 + Superannuation + Salary Sacrifice
Hours:	22.8 hours per week (Part Time)

Position Statement

Primary Purpose of the role of Engagement and Administration Facilitator:

- To 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.
- Cleanse the clubCREATE data base and manage return to senders from mail outs and email mail out returns.
- Actively engage the OOHC sector (government, case workers, NGO's etc) to promote membership of clubCREATE to source new members, and update children and young people's contact details.
- Maintain accurate details of program participation of children and young people on the ClubCREATE database.
- Source children and young people for opportunities to have a voice, for example, to deliver presentations, attend meetings, sit on panels, be a part of interview panels and so forth as required.
- Assist in the delivery of CREATE programs and activities to children and young people with a care experience.
- To assist in collecting evaluations from children and young people about programs and activities.
- 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 Engagement and Administration Facilitator position is focused on connecting with children and young people.

The successful candidate will need to understand child development, and trauma coupled with a comprehensive knowledge of the issues facing children and young people with a care experience coupled with highly developed communication and interpersonal skills.

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 and supported to have a voice.
- Maintain positive relationships with the OOHC sector and agencies.
- Abide by organisational policies and CREATE's Core Principles.
- Communicate effectively with children and young people.
- 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.
- Take responsibility for data cleaning for the clubCREATE database, and return to senders, and any other tasks required by the State Program and Engagement Coordinator.
- Update program information on the clubCREATE database.
- Any other task assigned by the Line Manager.

3. Program(s) Delivery

- Assist to deliver programs and activities as required.

Key Relationships

Internal

- State Program and Engagement Coordinator
- Program Facilitators

External

- Children and young people in care
- Department responsible for child safety/protection
- 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 company position to all stakeholders, internally and externally.

- Ensure a high level of confidentiality and integrity; 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. Demonstrated ability to work in a culturally sensitive and inclusive manner and respectfully engage with children and young people in care including those from all cultures including Aboriginal and Torres Islander backgrounds.
2. Contribute to a positive organisational culture.
3. Effectively adhere to and facilitate Child Safe Standards and ensuring that a trauma informed approach to engagement with children and young people is employed.
4. Effectively communicate with children and young people.
5. Accurate recording of data, and effective data cleansing and return to senders.
6. Accurate recording of programmatic activity on clubCREATE.
7. Contribute meaningfully to supporting program delivery.

Selection Criteria

Key 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 note: Aptitude testing will be conducted at interview.

1. Prefer tertiary education qualifications (degree) in Social Science, Human Services, Psychology, Sociology, Communications and at least one years' experience in an NGO.
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), and the ability to use databases to capture information accurately.
4. Highly developed written and interpersonal communication skills coupled with confidence in negotiation, conflict resolution and 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.
5. 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.

6. Ability to co-facilitate and promote programs and events for children and young people including workshops and training.
7. 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.
8. Successful Security Check per state requirements (for example Working with Children card / Ochre card) and must comply with Government and/or health directives in each state jurisdiction, and where so indicated be vaccinated for COVID-19.
9. All applicants must be eligible to work in Australia. A copy of Proof of Citizenship or Permanent Residency status will be required.