

## POSITION DESCRIPTION

<b>Position title:</b>	<b>Education and Engagement Facilitator</b>
<b>Group:</b>	Impact and Engagement
<b>Capacity:</b>	Part Time
<b>Classification:</b>	Level 5
<b>Location:</b>	Hybrid working arrangements - combination of work at Carers Victoria Melbourne CBD and home-based office work, in line with business needs.
<b>Reports to (job title):</b>	Manager, Statewide Carer Engagement & Knowledge Centre

<b>Key purpose statement</b>
<p>Carers Victoria is a for-purpose organisation working to make sure that the almost 1 million unpaid carers across the state are understood, recognised and supported as while it is an important role, it can also be a challenging one.</p> <p>To progress our vision of a future in which all unpaid carers are recognised, valued and supported, we:</p> <ul style="list-style-type: none"> <li>• provide them with free with advice and information to help them in their role</li> <li>• connect them to respite activities that allow them to take a break and recharge;</li> <li>• deliver events and education for carers and carer-interested organisations</li> <li>• collect, analyse and release information about carers so their role and their needs are better understood.</li> </ul> <p>These contribute to our purpose of advancing understanding of Victoria’s unpaid carers and improving their access to assistance - whoever they are, wherever they live, and whomever may be in their care relationship/s. Every Victorian will know, need and/or be an unpaid carer at some point in their lives so the potential reach of our work is significant.</p> <p>Carers Victoria also prides itself on being an enthusiastic, inclusive, and fun workplace. The people who work with us tell us that they value our warm and welcoming work environment, our high level of flexibility and that the work we do makes a real difference. Our values speak to who we are and what matters to us:</p> <p><b>C</b>ommitted to carers and caring  <b>A</b>ble to build and strengthen community  <b>R</b>espectful and united in our differences  <b>E</b>mpower curious and creative pioneers  <b>R</b>esponsible for our actions, we celebrate success, learn from the rest</p> <p><b>Impact and Engagement - Group Purpose</b></p> <p>The Impact and Engagement Group improves the lives of carers and strengthens the standing of Carers Victoria through our unified voice for carers and a combination of statewide activities that:</p> <ul style="list-style-type: none"> <li>• Connecting, informing, and supporting carers;</li> <li>• Builds an evidence base around carers and their needs;</li> <li>• Drives high-quality strategic policy and advocacy activities, promoting funding and system change to better meet the needs of carers;</li> <li>• Strengthening broader system understanding, linkages and support for carers across the state; and</li> <li>• Driving reform to systems and funded programs.</li> </ul> <p>The Group comprises a diverse mix of enthusiastic staff, who contribute their expertise within their areas of focus, and are committed to enhancing support for carers. Its work actively contributes to all four of the Carers Victoria strategic pillars (innovation, influence, intelligence, and independence).</p>
<b>Position Description - Purpose and Objectives</b>
<p>Like many organisations, Carers Victoria is in an environment of continuing change, and is adapting its operating models and frameworks to support this. Our organisational culture is becoming one in which</p>

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we understand the fluidity of the environment and embrace the opportunities this creates. We seek to be innovators and positive change agents within this environment.

Many of our team members have lived or living experience of unpaid care. This means that we are surrounded by people who understand the carer context and we embrace the unique perspectives this gives to our work, recognising that each carer journey is different and that all carer roles are valuable. We also recognise that carer experience is distinct to carer expertise, which is why we seek to engage as many carers as possible to understand the bigger picture of unpaid carers.

The Education and Engagement Facilitator role sits within the Impact and Engagement Group, specifically within the Carer Engagement team. The core function of the Engagement Facilitator roles is to design, deliver and evaluate education and engagement opportunities such as:

- Engaging with carers, carer support groups and others
- Facilitating group sessions including educational opportunities, consultations and peer-to-peer sharing opportunities

Carers Victoria recognises that it cannot be an expert in all matters relevant to carers: our approach is to facilitate access to relevant opportunities, or to facilitate external expert discussions/presentations, to address this.

### OUTPUT AND ACCOUNTABILITES

Area of responsibility		Key elements (including but not limited to)
1.	<b>Engagement</b>	<ul style="list-style-type: none"> <li>• Promote Carers Victoria services to current and potential members and other stakeholders and assist the Carer Engagement and Sector Development teams to effectively market programs and supports.</li> <li>• Represent Carers Victoria at external events.</li> <li>• Contribute towards development of informational and/or educational materials that address issues of significance to carers and carer support groups.</li> <li>• In collaboration with other team members, within the Carers Victoria guiding principles framework, design, deliver and evaluate impactful engagement opportunities such as:                             <ul style="list-style-type: none"> <li>○ Opportunities for Carers to have a voice into current policy and advocacy initiatives through the Carer Voice program.</li> <li>○ Deliver information presentations to groups.</li> </ul> </li> </ul>
2.	<b>Education</b>	<ul style="list-style-type: none"> <li>• In collaboration with other educators, within the Carers Victoria guiding principles framework, design, deliver and evaluate impactful learning and education opportunities.</li> </ul>
3.	<b>Facilitation</b>	<ul style="list-style-type: none"> <li>• In collaboration with other educators, within the Carers Victoria guiding principles framework, facilitate learning opportunities in partnership with external providers or guest speakers, including.                             <ul style="list-style-type: none"> <li>○ Peer to peer learning and support group facilitation</li> <li>○ Facilitating the Carers Victoria's Ask the Expert series.</li> <li>○ Facilitating partner presentations</li> </ul> </li> <li>• Enhance external presentations by ensuring that the needs of carers are understood and reflected within the presentations.</li> </ul>
4.	<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Actively participate in cross-departmental Educator meetings.</li> <li>• Attend Sector Seminar series, hosted by Sector Development Team.</li> <li>• Undertake relevant training and professional development, including mandatory training.</li> </ul>
5.	<b>Occupational Health &amp; Safety, Quality and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Comply with requirements of the Occupational Health and Safety Act and all reasonable directives given in relation to health and safety at work.</li> <li>• Provide a positive contribution towards achieving a culturally safe workplace.</li> <li>• Demonstrate commitment to and participate in team quality activities to ensure compliance with Carers Victoria quality accreditation and continuous improvement procedures.</li> </ul>

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<b>6.</b>	<b>Other Duties</b>	<ul style="list-style-type: none"> <li>Other duties as directed consistent with skills, qualifications and experience.</li> </ul>
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### ORGANISATIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> <li>Carer Engagement, Sector Development and Marketing &amp; Communications teams</li> <li>Other Carers Victoria staff including the Executive Leadership Team</li> <li>Volunteers &amp; Students</li> </ul>	<ul style="list-style-type: none"> <li>Carers and care recipients</li> <li>Carer Support Group facilitators</li> <li>Sector professionals</li> </ul>

### KEY SELECTION CRITERIA

Parameter	Skills and experience required
<b>Qualifications and other requirements:</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>Current National Police Records Check.</li> <li>Current Working with Children Check.</li> <li>Current Drivers Licence.</li> <li>A relevant qualification in a relevant community/health/educational field.</li> </ul>
<b>Knowledge, skills and experience:</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>Experience engaging with community and/or facilitating groups with diverse stakeholder groups.</li> <li>Experience applying the principles of adult learning.</li> <li>Capacity to use technology to manage and present content.</li> <li>Excellent organisational and time management skills.</li> <li>Excellent written and interpersonal skills.</li> </ul>
<b>Personal attributes and behaviours:</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>Demonstrated skills and ability to implement inclusive practice principles when planning and delivering work across diverse communities, including LGBTIQ+ communities, Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities.</li> <li>Ensure workforce interactions with carers are kind, caring and respectful of each person's identity, culture and diversity.</li> <li>Understanding of Child Safety Legislation and a commitment to child safety practice.</li> <li>High level of motivation and initiative.</li> <li>Ability to work as part of a team and to grow strong working relationships with staff and members.</li> <li>Motivated to learn new skills and an openness to change.</li> </ul>

### CARERS VICTORIA COMMITMENT

Carers Victoria is an equal opportunity employer and welcomes people from culturally diverse backgrounds, linguistically diverse people, Aboriginal and/or Torres Strait Islander peoples, members of the LGBTIQ+ communities and people with disabilities.

Carers Victoria is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. We draw pride and strength from our diversity and actively foster an inclusive workplace that celebrates the contribution made by all our people. Carers Victoria is also committed to protecting the best interests and safety of children and vulnerable people.

### VERSION CONTROL

<b>Created by:</b>	Manager, Statewide Carer Engagement & Knowledge Centre
<b>Approved by:</b>	HR Coordinator
<b>Date:</b>	8 July 2024