

POSITION DESCRIPTION

Facilitated Playgroup & Multicultural Support Officer

Position number		1002
Directorate		Community Strengthening
Service unit		Child, Youth & Family Services
Classification		Band 5 (Moorabool Shire Council Enterprise Agreement No 10, 2023)
Organisational relationships	Reports to	Coordinator Early Years & Youth
	Directly supervises	N/A
	Internal relationships	All Council Departments
	External relationships	Child and Family Services Agencies, Schools, Early Years Education and Care Providers, Families, Parents and Children, Local Playgroups Department of Fairness, Families & Housing, Parenting Research Centre, Playgroup Victoria, Families and children, kindergartens, long day care services, primary schools, multicultural community groups and service providers, local government CALD Outreach officers, Department of Education and other relevant agencies and organisations
Probation period		6 months (applies to all new employees)
Approved by (position title)		General Manager Community Strengthening
Date		13 February 2026
Position purpose		<p>The Facilitated Playgroup Multicultural Officer works with families with children from birth to school age to support inclusive access, participation and engagement in early years programs and services.</p> <p>This role combines facilitated playgroups with targeted outreach and multicultural support, focusing on reducing barriers to participation, strengthening parenting confidence, and supporting successful transitions into kindergarten and school. The position works closely with culturally and linguistically diverse (CALD), refugee, asylum seeker and vulnerable</p>

families, providing both group-based and individualised support through evidence-based programs and strong community partnerships.

Key responsibilities and duties

Facilitated Playgroup & Family Capacity Building

- Plan, deliver and evaluate facilitated playgroup sessions for families with children aged birth to 5 years, in line with relevant policies, funding guidelines and industry best practice.
- Establish and maintain safe, inclusive, developmentally and age-appropriate play environments for children and families from diverse backgrounds.
- Plan and provide play-based learning experiences aligned with the Victorian Early Years Learning and Development Framework (VEYLDF).
- Support parents and caregivers to actively engage in play and learning with their children through modelling, coaching and the use of facilitated playgroup resources (including Smalltalk).
- Promote the value of learning through play to strengthen parenting confidence, skills and knowledge.
- Support families to build social connections and community support networks, with a focus on families experiencing isolation or disadvantage.
- Complete transition planning with families, linking them into community playgroups, kindergarten, early years services, and specialist or support services as required.
- Source and manage program venues, equipment and resources in partnership with the Coordinator Early Years & Youth Services.

Multicultural Outreach, Inclusion & Participation Support

- Actively engage and work with CALD, refugee and asylum seeker families to maximise engagement and attendance in early childhood education and care.
- Identify and respond to barriers to kindergarten participation through individual family support and the delivery of evidence-based programs.
- Provide culturally responsive information, advocacy, referrals and practical assistance to support children's participation in early years services.
- Deliver outreach support to families in line with organisational policies, procedures and work instructions.
- Promote early years participation and inclusion within CALD communities and to the broader community.

Community Engagement & Partnerships

- Develop, establish and maintain strong relationships with local kindergartens, schools, MCH, early childhood services, community organisations and service providers.
- Build and strengthen referral pathways to support families experiencing disadvantage or barriers to access.
- Liaise with multicultural, refugee and settlement groups and organisations to support inclusive service delivery and successful transitions for families.

- Participate in community events, networks, forums and interagency meetings relevant to early years, inclusion and wellbeing.

Advocacy, Systems Improvement & Collaboration

- Advocate for children, families and communities to improve access, inclusion and participation in early years services.
- Identify emerging social, cultural and education issues impacting families and contribute to service planning and improvement.
- Support the Coordinator Early Years & Youth Services to evaluate systems that support early identification of children experiencing barriers to early childhood participation.
- Collaborate with internal teams and external stakeholders to improve coordinated service responses.

Administration, Reporting & Compliance

- Maintain accurate and timely records, data collection and documentation in accordance with organisational and funding requirements.
- Ensure work outputs align with relevant funding guidelines, performance standards and reporting obligations.
- Complete session plans, evaluations, case notes and participation records.
- Prepare reports and contribute to monitoring, evaluation and continuous improvement activities.
- Purchase program resources and supplies as approved by the Coordinator Early Years & Youth.

Child Safe Standards

Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued, and encouraged to reach their full potential.

Moorabool Shire Council's policies and procedures support the requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs, and the safety of children is promoted, and allegations of child abuse are properly and promptly responded to.

Disability Access and Inclusion

Council is committed to its Disability Access and Inclusion Plan. We will demonstrate leadership to the local community as we support local employment opportunities for people with a disability and will provide reasonable adjustments within the workplace to support new and existing staff.

General and Organisational responsibilities

- Comply with Council policies and procedures.
- Promote excellence in customer service and in conjunction with your Manager or people leader, identify, review, and implement strategies to improve service quality and efficiency.
- Participate as directed in training and education to maintain compliance and an up to date knowledge.
- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During an emergency an employee may be required to complete alternative work.

- Work in ways that promote the health and safety of all employees.
- Immediately report all incidents and/or near misses through Councils Incident Management System (CAMMS).
- Contribute to an organisation that is free of Sexual Harassment.
- Role model a work environment free of discrimination, harassment, bullying, victimisation, or vilification.
- Work in ways that support taking positive action towards achieving gender equality in the workplace and working towards delivering agreed commitments under our Gender Equality Action Plan.
- Contribute to prevention of fraud and corruption by being fair and accountable through enhanced transparency by disclosure of gifts; declaring conflicts of interests; prevention of unauthorised access and disclosure of information and appropriate pre-employment checks of staff.
- Staff who fail to disclose any pre-existing injuries, illnesses or diseases or the making of a false or misleading disclosure, will disentitle compensation under the Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC) for the staff member and their dependents should they suffer any recurrence, aggravation, acceleration, exacerbation or deterioration of the pre-existing injury or disease arising out of or in the course of or due to the nature of employment with Moorabool Shire Council.
- Understand and apply organisational risk management principles to your daily work.
- Other tasks and duties the employee has the skill, knowledge, and physical capability to complete as requested by the supervisor.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Moorabool capabilities

The Moorabool Capabilities define the core skills and abilities required of all positions at Moorabool to achieve our Council vision and objectives, develop a competent and high performing workforce, and deliver excellent outcomes for our community.

The Moorabool Capabilities are applicable to each employee and their role, recognising that how frequently each capability is used may vary from position to position.

Always	Rely on this capability for effective delivery of position duties and objectives	60% of the time or more
Often	Used often but not as consistently to achieve position duties	30% - 60% of time
Occasionally	Occasional use only, not as regularly for the achievement of position duties	30% or less of the time

Self-Management	Demonstrates personal growth and resilience, supporting a positive emotional climate	<ul style="list-style-type: none"> •Personal impact •Emotional intelligence •Growth & Resilience •Integrity 	Always (all roles)
Communication	Engages others, forming strong relationships, communicating with clarity, vision, purpose and impact	<ul style="list-style-type: none"> •Effective & Audience Specific •Relationship Management •Negotiation •Influence 	Always

Action & Achievement	Drives outcomes with purpose, ambition, accountability, and action	<ul style="list-style-type: none"> •Accountability •Decision making •Planning & Prioritisation •Time Management 	Always
Community & Inclusion	Collaborates across Council, open and accepting of differences, creating community value	<ul style="list-style-type: none"> •Collaboration •Diversity & Inclusion •Customers & Community Engagement 	Often
Innovation & Change	Engaged and supportive of change, with the courage to persevere through uncertainty	<ul style="list-style-type: none"> •Continuous Improvement •Manage ambiguity •Change Management 	Often
Business Performance	Delivers outcomes with commercial and organisational nous	<ul style="list-style-type: none"> •Financial Management •Risk Management •Data & Analytical Literacy •Technology 	Sometimes
Strategic Mindset	Sees ahead to future possibilities and thinks through challenges and obstacles to achieve outcomes	<ul style="list-style-type: none"> •Political Nous •Critical Thinking •Problem Solving •Direction & Purpose 	Often
Leadership	People orientated, embracing individual motivations and talents, developing team outcomes through demonstrated behaviours	<ul style="list-style-type: none"> •Humanistic •Future focused •Coaching & Development •Inspirational 	Often

Classification definitions

Accountability and extent of authority	<ul style="list-style-type: none"> • Facilitates playgroups, in-home support and multicultural early years programs in line with approved policies, procedures and funding guidelines. • Works autonomously on a day-to-day basis to plan, organise and deliver programs, while contributing as part of a team to program planning, development and continuous improvement. • Deliver programs, services and events related to the Multicultural Kindergarten Support Service effectively, aligning with Council policies, procedures and funding guidelines. • Provides accurate, evidence-based information, advice, advocacy and referrals to families within professional, regulatory and operational boundaries. • Advocates on behalf of families with child and family services, early childhood services and other relevant organisations to support access to appropriate supports.
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	<ul style="list-style-type: none"> • Provides specialist advice on regulations affecting early childhood education and care within clearly defined guidelines and under supervision. • Ensures culturally responsive, inclusive and child-safe practice across all service delivery. • Maintains accurate records, data collection and reporting in accordance with Council and funding requirements. • Liaises with internal and external stakeholders to support coordinated service delivery and referral pathways. • Escalates complex needs, safeguarding concerns, risks or issues outside the scope of the role to the Coordinator Early Years & Youth Services.
<p>Judgement and decision making</p>	<ul style="list-style-type: none"> • Makes informed decisions regarding the planning, delivery and coordination of supported playgroups, in-home support and multicultural outreach activities in line with approved programs and guidelines. • Addresses challenges and issues creatively using evidence-based approaches and professional judgement. • Utilises professional and technical knowledge of early childhood development, inclusion and multicultural practice to inform decision making. • Exercises independence in day-to-day problem solving and decision making within clearly defined policies, procedures, legislation and funding guidelines (including the CALD Outreach Initiative Guidelines). • Implements policy and practice as determined by Council and the Department of Education and relevant authorities. • Seeks guidance and advice from the Coordinator Early Years & Youth Services when required, particularly in relation to complex family needs, safeguarding concerns, program changes or matters outside the scope of the role. • Refers decisions relating to program design, expenditure or variations outside approved parameters to the Coordinator Early Years & Youth Services for approval.
<p>Specialist skills and knowledge</p>	<ul style="list-style-type: none"> • Strong knowledge of early childhood learning and development, including the Victorian Early Years Learning and Development Framework (VEYLDF), Practice Principles and Learning Outcomes. • Demonstrated understanding of early childhood education and care principles, and the ability to apply best practice approaches that meet the needs of local communities and align with Council services. • Proven experience in planning, developing, delivering and evaluating evidence based programs, parent groups and programs for disadvantaged and culturally and linguistically diverse (CALD) children and families.

	<ul style="list-style-type: none"> • Ability to model and support developmentally appropriate play experiences and positive parent–child interactions within facilitated playgroups and in-home support settings. • Sound understanding of group processes and the social, economic and cultural factors that contribute to disadvantage, and the impact these factors have on children and families. • Demonstrated ability to establish trust with vulnerable families and apply a range of engagement strategies to encourage attendance, participation and sustained involvement. • Strong knowledge of early childhood and family support service systems, with the ability to develop and maintain collaborative relationships and referral pathways with diverse community organisations and service providers. • Awareness of the role’s function within an organisational context, including relevant policies, procedures, business unit strategies and broader organisational objectives.
<p>Management skills</p>	<ul style="list-style-type: none"> • Manage time effectively, set priorities and plan and organise own workload to meet program, reporting and service delivery requirements. • Work autonomously with minimal supervision while also contributing effectively as part of a team. • Identify, prioritise and implement effective solutions to achieve positive outcomes for children and families. • Prepare clear and accurate business correspondence and documentation, including reports, letters, promotional materials and program records. • Use computer applications at a competent level, including Microsoft Word, Excel, PowerPoint and Outlook. • Build and maintain professional relationships and partnerships to support service delivery and continuous improvement. • Contribute to service improvement by identifying opportunities to influence policy, procedural or practice improvements within the scope of the role.
<p>Interpersonal skills</p>	<ul style="list-style-type: none"> • Demonstrate a strong commitment to excellent customer service and achieving the best possible outcomes for children, families and the community. • Build positive, respectful relationships with children and adults, and work cooperatively with parents, carers, community members and colleagues at all levels. • Engage effectively with people from a wide variety of backgrounds, abilities and cultures, including Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse (CALD) communities. • Communicate clearly and effectively, both orally and in writing, including the ability to negotiate, explain information and adapt communication style to suit different audiences.

- Collaborate with internal and external stakeholders to address challenges, resolve routine issues and enhance service outcomes.
- Demonstrate flexibility and adaptability in responding to changing priorities, environments and community needs.

Qualifications, skills and experience

Qualifications

A tertiary qualification in Early Childhood Education, Community Development, Community Services or Social Services; or a combination of a qualification at a lower level and significant experience in a similar role.

Current Level 2 First Aid Certificate and current Cardio-pulmonary resuscitation. (CPR).

Skills and experience

1. Demonstrated experience working with children and families in the early years (birth to school age), including families experiencing disadvantage.
2. Proven experience engaging and supporting culturally and linguistically diverse (CALD), refugee and/or asylum seeker families using culturally responsive practice.
3. Demonstrated ability to plan, deliver and evaluate group-based programs and individual family support using evidence-based approaches.
4. Strong ability to build trusting relationships with families and actively engage parents and caregivers in their children's learning and development.
5. Sound knowledge of early childhood development, early years frameworks (such as the VEYLDF), and the importance of early learning and play.
6. Well-developed communication, advocacy and organisational skills, including the ability to identify barriers to participation, provide referrals and practical support, maintain accurate records, and work both independently and collaboratively within a multidisciplinary team.

Licences and registrations

- A current Victorian Driver's Licence
- A current "employment" type Working with Children Check that is valid in Victoria

Physical and psychological requirements

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights - above 10 kg				✓
Manual handling – above 5 kg below 10 kg			✓	
Working with arms above head				✓
Manual handling – lifting above shoulder				✓
Repetitive bending/twisting		✓		
Using vibrating / powered hand tools				✓

Close inspection work				✓
Working in dusty / slippery / wet conditions				✓
Wearing safety shoes/boots (steel cap)				✓
Wearing hearing / eye protection				✓
Using chemicals			✓	
Repetitive hand washing / cleaning	✓			
Working at heights				✓
Working in confined spaces				✓
Working in heat (over 35 C)				✓
Working in cold (under 5 C)				✓
Driving vehicles		✓		
Operating plant				✓
Using a keyboard		✓		
Writing by hand		✓		
Transcribing from hard copy			✓	
Audio transcription				✓
Handling difficult customers onsite			✓	
Handling difficult customers offsite			✓	
Making decisions that impact on other employees (disciplinary / restructure / investigation)				✓
Other _____				

Employee acceptance

I understand and accept the contents of this position description and acknowledge that I will act in the best interest of Council in carrying out my role and I will comply with the staff code of conduct at all times.

Employee Acceptance: <i>(name and signature)</i>	
Date:	

PLEASE NOTE:



Personal, Health and gender Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.