



Job Title:	Program Development Facilitator
Position ID:	New
Location:	Darung Nation San Miguel
Division/Programme:	Client Services / Children and Families
Immediate Manager:	Team Leader

about us

yourtown is a trusted provider of services for young people, with a focus on mental health and wellbeing, long-term unemployment, prevention of youth suicide, child protection, as well as support for those experiencing domestic and family violence.

We exist to help young people realise they can tackle whatever life throws at them. To believe in their unique strengths, tenacity and self-determination, to identify and create the path they want for themselves.

Our goals are achieved through genuine collaboration with community, we depend on the support of donors, sponsors, governments and Art Union supporters to fund our vital services, to give children and young people the confidence to rise up and keep moving forward to achieve their potential.

yourtown has a zero-tolerance approach to abuse and we believe that Safeguarding is a shared responsibility of all, for all.

purpose of the position

Design, facilitate, and evaluate group programs for young parents and their children in a residential setting. In order to promote parenting skills, child development, independent living, and social connection. The role works closely with the San Miguel (SM) team, and community stakeholders to support families' well-being and promote engagement with the broader community.



responsibilities

May include, but are not limited to:

- Program Development & Implementation
 - Design, deliver, and evaluate group-based programs that are responsive to the needs of young families, with a focus on areas such as positive parenting, attachment and discipline, independent living skills (e.g., budgeting, housing, nutrition), child development (social, emotional, cognitive), family communication, trauma-informed parenting, psychoeducation, and life skills.
 - Coordinate logistics and develop session content that aligns with identified themes and client needs.
 - Work with the Senior Management team to identify emerging resident needs and co-design responsive programs.
 - Plan and facilitate group sessions using a variety of engaging and inclusive methods, including structured discussions, role-plays, interactive activities, and guest speakers
 - Ensure all program content is grounded in current evidence and aligns with best practice and trauma-informed principles.
- Group Facilitation
 - Facilitate supportive, inclusive group sessions for parents and children.
 - Develop and deliver age-appropriate content for children promoting development.
 - Manage group dynamics, encourage peer support, and apply trauma-informed approaches.
 - Track resident attendance and engagement and provide feedback to the relevant teams
- Community Engagement & Partnerships
 - Identify and implement strategies to build relationships with local community services.
 - Seek collaboration opportunities that enhance program offerings.
 - Promote San Miguel's services and programs to increase external partnership potential.
 - Represent SM at community interagency meetings and maintain a visible presence.
 - Encourage resident participation in external community events and opportunities.
 - Foster a sense of connection and belonging among residents and with the wider community.
- Assessment and Evaluation
 - Assess residents' needs and learning styles to inform group design.
 - Monitor participation, progress, and outcomes.
 - Collect and evaluate feedback to guide continuous improvement.
- Individualised Support
 - Provide one-on-one support to residents as needed.
 - Deliver specialised assistance with Homes NSW housing applications.
- Collaboration & Communication



- Work collaboratively with case workers and residential staff.
 - Communicate clearly about group schedules, content, and progress (respecting confidentiality).
 - Contribute to integrated support plans for families.
 - Participate in team meetings and contribute to program planning.
- Resource & Budget Management
 - Source and manage materials and resources for group activities.
 - Maintain accurate records (attendance, session plans, evaluations).
 - Manage group work budgets responsibly.
- Participate in and meet the requirements for Practice Supervision and Client Skills Training.
- Demonstrate an understanding of and meet the requirements of the position and all performance expectations including:
 - Maintaining currency of knowledge with regards to relevant legislation, professional practice and emerging trends to ensure advice is current and effective.
 - Participating in other duties and cross-functional teams as may be required, in order to achieve efficient and effective **yourtown** services.
 - Participating in and meeting the expectations as agreed pursuant to the Organisational Performance Framework.
 - From time to time assist in other locations and travel intrastate, or interstate, as required.

at yourtown our team members:

- Adopt a culture of individual and organisational accountability, shared mission, mutuality of respect and responsibility, growth mindset and continuous improvement.
- Invest in their own ongoing professional development and leadership capability through active learning, seeking and giving feedback, and participating in **yourtown** leadership impact opportunities.
- Solve team and organisational problems using a super team approach leveraging cross functional capabilities and skills with diverse thinking to create a future ready workforce.
- Engage respectfully and meaningfully with Aboriginal and Torres Strait Islander communities, stakeholders, clients, and colleagues. Actively support initiatives identified in **yourtown's** Stretch Reconciliation Action Plan 2023 – 2025.



selection criteria

Essential knowledge, skills, abilities:

- More than 3 years of study after Higher Secondary School (or completion year 12), or Specialised technical training leading to Certificate or Diploma
- More than three (3 years) demonstrated experience in designing, delivering, and evaluating group-based programs for families or vulnerable populations.
- More than three (3 years) proven experience in group facilitation, particularly using trauma-informed and strengths-based approaches.
- More than three (3) years experience working with families impacted by disadvantage, trauma, or housing insecurity.
- Strong understanding of child development, parenting frameworks (e.g. attachment theory, positive parenting), and family functioning.
- Knowledge of trauma-informed care and its application in group and individual work.
- Ability to plan, deliver, and evaluate psychoeducational content tailored to diverse learning styles and needs.
- Skilled in managing group dynamics and fostering inclusive, supportive environments.
- Proficiency in communicating and collaborating across multidisciplinary teams.
- Strong organisational and time management skills, including coordinating logistics and resources for programs.
- Sound understanding of the community services sector, including local supports and referral pathways.

Desirable knowledge, skills, abilities:

- Tertiary qualification in Social Work, Psychology, Community Services, Early Childhood Education, or a related field
- Certificate IV in Training and Assessment or equivalent adult education qualification.
- Experience in co-design or participatory program development with clients or service users.
- Understanding of housing systems and support, including experience assisting with Homes NSW applications.
- Experience working in residential or transitional housing settings.
- Familiarity with outcome measurement tools or program evaluation frameworks.
- Fluency in a community language or experience working with culturally and linguistically diverse populations.
- Current First Aid and/or Mental Health First Aid certification.

requirements

The Program Development Facilitator must always:

- Comply with the relevant state or territory requirements for working with children.
- Maintain satisfactory National Criminal History Check.
- Comply with **yourtown's** immunisation procedure.
- Demonstrate conduct compliant with **yourtown's** Code of Conduct.
- Maintain confidentiality and discretion in all matters.
- Align to the mutuality of safety and wellbeing for self and others in all **yourtown** workplaces and work related activities.



- Uphold the **yourtown** safeguarding commitment in every aspect of their role.

Review and Version Control				
Version	Authorised by	Approval Date	Effective Date	Comment
V1.0	Acting HO P&C Karen Dabner	16/07/2025	01/07/2025	New position

records management

Completed templates are to be saved by the relevant manager or business partner using the naming convention "**MM-YYYY Approved - PD - Position title**".