**POSITION DESCRIPTION**

**Newpin Play Facilitator**

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are imaginative, respectful, compassionate and bold.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with clients and around their needs

# **ABOUT THE ROLE**

This is a role within the Newpin team and is responsible for providing centre based therapeutic support to families referred for the restoration of their child/ren or for family preservation. More specifically this role provides therapeutic play opportunities and programs for parents, infants and/or children attending the program. The children attending the program will have experienced trauma and be living outside their family. Your role is to provide a safe and therapeutic play space, providing support for parents and children when they attend the Centre to nurture and repair their relationship.

This role is focused on working intensively and therapeutically within the Newpin model and Newpin core values and is informed by attachment, developmental and trauma informed practice.

The Newpin program specialises in the development of emotional maturity and well-being of parents who have children placed in Out of Home Care due to child protection concerns. Newpin promotes the skills that parents need to manage practical as well as emotional challenges in the parenting of their child/ren; as well as increasing the elements of safety within the family.

# ROLE OBJECTIVES

You’ll play a valuable role as a member of the Newpin Team in:

* Contributing to a stronger and more unified Uniting
* Working towards the defined priorities and outcomes for the Newpin team and your specific areas of accountability
* Working with your colleagues to understand and apply the translation of Uniting and Business Stream strategies through your regional and/or local plans, thereby ensuring a consistency in service delivery, practice and maximising performance
* Actively participating in communication in order to understand and contribute to a One Uniting way of operating
* Working productively and collaboratively as a positive role model both within your team and with others across Uniting

As a Newpin Play Facilitator your role will:

* Contribute towards the efficiency and effectiveness of the Newpin team
* Develop and maintain collaborative relationships with children, parents and families; maintaining a high level of awareness of the emotional and developmental needs, self-esteem, quality of relationships and social opportunities for each member of the family.
* Manage all aspects of the playroom and provide a safe, caring and stimulating environment for infants and children.
* To plan, implement and supervise therapeutic play opportunities in partnership with the child and parent/s.
* Provide individual information on child development, children’s activities and behaviour management to parents.
* Develop and maintain a personal knowledge base of relevant services for referral, information and support, and advocate effectively on behalf of families in linking them to these services, in conjunction with the family worker and coordinator.
* Carry out risk assessments on individual children in order to pre-empt and manage difficult situations and work with families to develop positive strategies and solutions to better manage difficult situations.
* Where appropriate, intervene and then work with the parent/child to diffuse conflict and distress sensitivity and provide emotional support to both the parent and the child.
* Train and provide on-going support and programming supervision to play room staff and volunteers.
* Effectively manage all playroom resources, including the selection and purchase of new/replacement playroom and/or outdoor play equipment, books, craft materials etc. in consultation with colleagues.
* Ensure a high level of overall health and safety of the Playroom, and maintain a hygienic and safe environment for babies and young children. This includes the overall maintenance, cleaning and security of the playroom and the provision of first aid as required. Ensure that the physical needs of the babies and young children are met during group sessions and when parents are absent, including nappy changing, feeding and toileting.
* Participate in the development of the NCFAS assessment, Family Plan and provide ongoing feedback to the family worker and co-ordinator.
* To document case records on Carelink to reflect work done with the family in the playroom that is detailed, accurate and timely.
* Contribute to monthly updates and formal reports to Family and Community Services on the progress of families attending Newpin. To assist in the preparation of court reports, Care Plans or affidavits when requested and to attend court as required.
* Develop and maintain collaborative professional working relationships with Family and Community Services and Non-government partners to facilitate effective practice and the best outcomes for Newpin parents and their children.
* Participate in case conferences for families working towards restoration and those working toward family preservation to ensure a clear Case Plan is drawn up and agreed to by all parties.
* Respond to child protection matters in accordance with the organisations child protection policy and relevant State child protection legislation.

# **ABOUT YOU IN THE ROLE**

**Your classification: Level 5 Pay Point 1**

**Your directorate:**  Communities

**You’ll report to:** CentreCoordinator

**Your key relationships:**

Internal:

* Newpin Operations Lead
* Head of Northern NSW, Newpin and ACT
* Quality Assurance and Intake Coordinator
* Project Coordinator

External:

* Family And Community Services
* Non-Government Agencies in OOHC
* Any other service provider we are working in partnership with

# **YOUR RESPONSIBILITIES**

**Financial management:**

* Ensure that all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines

**Operational Processes**

* After consultation, you’ll be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required
* Contribute to the implementation of Uniting policies, processes, systems and platforms (including technology) so as to ensure efficiency of the wider organization
* Maintain awareness of and fulfill responsibilities, authorities and accountabilities as defined by Uniting’s health, safety and wellbeing management system and in adherence to the attached WHS responsibilities by role
* Participate and comply with all quality management systems and processes

**Client Management:**

* Communicate and act in ways that are consistent with Newpin’s Core Values of Safety, Empathy, Equity, Respect and Self-Determination.
* Engage with families to develop professional relationships characterised by safety, warmth and partnership.
* Maintain confidentiality and professional boundaries within the centre.
* Maintain accurate data and timely case records in line with Uniting policies.
* Ensure that engagement with external parties enhances Uniting’s reputation and growth
* Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders

**People Management:**

* Act as a constructive member of the Newpin team
* Participate in Newpin’s team gatherings and group training to collaborate and learn from each other
* Communicate and act in ways that reflect Newpin’s commitment to strengths-based practice.
* Contribute to a culture of openness, feedback and productivity
* Agree with your supervisor the frequency of regular supervision for your role and actively participate in this supervision.
* Actively engage and participate in the performance management framework and review processes across Uniting
* Engage in professional development and set and fulfill development goals for yourself;
* Contribute to the creation of a cohesive and productive team
* Build and maintain effective team relationships – within own team and across business streams / functions
* Positively model the Code of Conduct and Ethical Behaviour for Uniting
* Represent the Uniting culture and values internally and externally, communicating and acting in ways that are consistent with values of Bold, Respectful, Imaginative and Compassionate
* Model the values and an understanding of the Uniting Church, respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, prioritising collaboration, passionately pursuing social justice and inclusion
* Take care for the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to the attached WHS responsibilities by role

# KEY PERFORMANCE INDICATORS

**Financial management:**

* Performance is monitored on an ongoing basis and financial targets achieved as established by the annual budget process

**Operational processes:**

* All stakeholders in your area of responsibility are constantly communicated with and remain informed and involved in appropriate aspects and projects *as relevant*
* Collaborative relationships are developed with key stakeholders and maintained to achieve positive outcomes for families
* All records and reporting for families is accurate and timely and reflect our interactions and observations in accordance with the Newpin Model
* A safe workplace is created and sustained for both families and staff

**Client management:**

* Client feedback shows sustained improvement
* Client feedback indicates their respect for your services (work) provided and a good working relationship
* Effective client relationships are in place and stakeholders indicate high levels of satisfaction with service delivery

**People management:**

* Feedback from your line Manager confirms your contribution as a member of the Newpin team
* Feedback from colleagues and their teams confirms your contribution to an integrated Uniting
* Standards of professional behaviour demonstrate alignment with the Uniting values and are effectively role modeled in all workforce interactions

# THE IMPORTANT DETAILS

**Qualifications:**

* Relevant tertiary qualifications (early childhood, childcare, welfare, therapeutic play), with at least 3 years' experience working withchildren and families.

**Your experience ticks the following boxes:**

* Demonstrated ability to provide a stimulating and educational play environment for the healthy physical, emotional and cognitive development of children, aged from birth to five years
* Proven knowledge and experience of managing challenging behaviours when working with children
* Experience in supporting parents in developing their parenting skills and positive relationships with their children.
* Experience of leading staff or volunteers in a playroom setting and demonstrated programming skills
* Demonstrated commitment to the provision of services to socio economically disadvantaged families, children and communities
* Demonstrated understanding of attachment theory, trauma theory and developmental theory and their integration into practice.
* Demonstrated understanding of child protection issues and an ability to conduct risk and family assessments using a strength based approach
* Ability to work as part of a multifunctional team and across teams
* Personal qualities will include warmth, flexibility, ability to think and act appropriately in crises, and empathy
* Ability to work flexible hours (including some out of hours work) to meet the needs of families and communities as required
* High level of interpersonal and formal written communication skills
* Proficiency in Microsoft Office, Microsoft Word and Outlook. Confidence in use of on line database for case records with a high attention to detail.
* Current driver's licence
* A demonstrated passion for social change and contributing to an organization of influence for the most disadvantaged

**Even better:**

* Demonstrated experience working with both fathers and mothers.
* First Aid Certificate

**Core Competencies:**

* You operate with personal integrity and a values base that aligns with Uniting’s
* You succeed through excellent communication skills and a high service orientation
* You engage successfully with clients and other team members as required
* You are capable but do not have “something to prove”
* You manage projects and juggle tasks to ensure delivery against objectives
* You have strong written and verbal communication skills
* You thrive on helping others to succeed; even if it is at a cost to you
* You are an exceptional team player
* You have a high level of energy and enthusiasm
* You leverage your experience without always referring to it
* You thrive on successful outcomes and not on processes
* You genuinely care about the organization

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| **Child related role** | **Yes** | **WWCC required** |
| Mandatory reporter | Yes | Mandatory Reporters are those employees that deliver services directly to children and young people or who supervise employees who deliver these services. However, all employees have responsibility to apply the Protecting Children and Young People Policy |

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| **Employee Name:** |       | **Managers Name:****Title** |            |
| **Date:** |       | **Date:** |       |
| **Signature:** |       | **Signature:** |       |

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| ACCOUNTABLE POSITION | WHS ACCOUNTABILITIES(AS PER WHS ACT 2011) | ACTION DEMONSTRATING ACCOUNTABILITIES |
| WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS) | **While at work, all workers (WHS ACT 2011 Sec 28) must:*** take reasonable care for his or her own health and safety
* take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people
* comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the
* organisation to comply with this Act
* co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers
 | **All workers must:*** follow Uniting WHS policy and programs to protect the health and safety of people at work and to understand your personal responsibilities for WHS
* attend and/or complete safety-related training including induction and emergency preparedness
* comply with WHS instructions from your supervisor/manager, training information, safe work procedures and emergency wardens
* if performing new or unfamiliar work, seek information, instruction or training and supervision from your supervisor to perform work safely without risking the health, safety and wellbeing of yourself or others
* use equipment that has been provided for your health, safety and wellbeing
* report all hazards, incidents and injuries to your immediate supervisor
* participate in discussions/consultation about changes to workplace/premises or job task/practice
* wear clothing, footwear and personal protective equipment (PPE) needed appropriate for the work being done
* do not put other people’s health, safety and wellbeing at risk by your action or inaction
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