



Brotherhood
of St Laurence

Working for an Australia free of poverty

POSITION DESCRIPTION

POSITION TITLE	Cross-Cultural Facilitator/Administration
DIVISION	Community Programs
DEPARTMENT	Children's Programs
REPORTS TO	Cross-cultural Consultancy Coordinator

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation. Our staff are committed to providing our clients with a quality experience that is Safe, Effective, Connected and Personal – these are our Quality Goals of service.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care, programs for families, older people, refugees and asylum seekers as well as digital literacy programs. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

We have also established initiatives to tackle the challenge of climate change and environmental sustainability present for disadvantaged people.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes:

These are:

- Inclusive services and communities for everyone
- Thriving and resilient children and young people
- Economic security for all
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

DIVISION AND DEPARTMENT PURPOSE

The **Community Programs** Division is one of eight divisions across the Brotherhood. It encompasses the following departments – Children's Programs, Youth Programs, Work, Economic Security and Social Inclusion and Strategic Partnerships.

Children's Programs sits within the Community Programs division, and has a specific focus on early years programs, parenting supports, integrated approaches to working with vulnerable communities and evidence-based group program delivery.

This department provides a number of programs including Home Interaction Program for Parents and Youngsters (HIPPY) Australia and BSL, Connie Benn Community Centre, Community Impact, Jindi Mernda Child and Family Centre.

PROGRAM AND POSITION PURPOSE

Given our extensive specialist expertise in the multicultural sector, the Brotherhood plays a role in fostering culturally-responsive practice and/or culturally tailoring material to be more accessible to multicultural communities. It currently takes the form of training to internal and external teams working with families and/or young/aged people, delivered in their own workplaces and/or at Brotherhood sites. Our training workshops are intimate groups with interactive activities aiming to build on existing knowledge and skills, co-delivered by professionals with first-hand practical experience. We are looking to grow our consultancy work. Hence, the trainer will be part of a pool within the Cross-cultural Consultancy service. The position will be responsible for co-delivering content around cross-cultural responsiveness with the aim of building participants' capacity to improve community and government services to people from migrant and refugee backgrounds. The participants are predominantly community service and government staff from various areas of the sector.

We're seeking people who are passionate and can deliver engaging, insightful and interactive training. Prior to training, the Trainer/Facilitator will receive a briefing on our existing training modules with their co-facilitator to decide co-delivery content allocation and in future, may be part of providing input into the design of the modules. The Trainer/Facilitator will be involved in setting up the room, engaging the learners, giving and eliciting anecdotes that illustrate important points within the theoretical model, as well as distributing materials and evaluation sheets. The Trainer/Facilitator will not be expected to undertake training material preparation or assessments - as this is non-accredited training – they will solely need to prepare how they wish to deliver the pre-prepared content. The training rate is inclusive of this preparation time.

KEY RESPONSIBILITIES

Teamwork and Accountability

- work collaboratively within teams to achieve common goals
- demonstrate a commitment to the Brotherhood's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- in collaboration with the Co-ordinator, set goals and objectives to ensure outcomes are met
- model the Brotherhood values and adhere to the Code of Ethical Behaviour in everyday work practices
- maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures.

Training preparation and delivery

- Attending training briefing with co-facilitator to plan co-delivery
- Deliver training with pre-prepared content
- Guide, coach and encourage learners to achieve desired learning outcomes.
- Provide constructive feedback on training modules to Cross-cultural Consultancy Co-ordinator

Administration

Training Service Administration

- Management of enquiries and monitoring of inbox, distribution lists and communications
- Liaising with providers to schedule training sessions

- Provision of pre-training surveys and data collation as well as support pre-training analysis and interpretation with Facilitators
- Evaluation data collation and contribute to reporting requirements
- Contribute to process and system efficiencies and improvements

Financial Administration

- Contribute to finance processes for invoices to be paid
- Organize payment cycle timesheets for Facilitators.

Multi Skilling

- The incumbent may be directed to carry out such duties as are within the level of the position and scope of the incumbent's competence and training as directed by the manager

KEY SELECTION CRITERIA

- Demonstrated knowledge and in depth understanding of the challenges and issues faced by people of migrant and refugee background in settlement and accessing services.
- Cross-cultural skills arising from either community services work with refugee and migrant communities and/or life experience and the ability to articulate and foster the development of this in others
- Recent industry experience (minimum 2 years) relevant to the area of training delivery
- Excellent interpersonal and verbal communication skills to deal effectively with a broad range of people from different cultural and socio-economic backgrounds
- Well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines
- Understanding of and empathy with the values and ideals of the Brotherhood
- Own transport - A current Victorian Driver's License (or the ability to get to various locations reliably for training delivery)

DESIRABLE

- Vocational qualifications relevant and current to the area of training delivery
- Certificate IV in Training and Assessment or equivalent relevant experience

ORGANISATIONAL RELATIONSHIPS

Internal Stakeholders Community Programs, Shared Services.

External Stakeholders Department of Education and Training, Kinder and Childcare services

MANDATORY EMPLOYMENT CRITERIA

- All training to date has been during the day but specific work requirements could include evening and weekend meetings and attendance at a variety of different work locations
- proof of eligibility to work in Australia is required
- a satisfactory Police Check is required. The Brotherhood will facilitate this process
- a Working with Children Check is required for this position. The Brotherhood will facilitate this process