

POSITION DESCRIPTION – TEAM MEMBER

Position Title	HIPPY Home Tutor	Department	Community Programs – Services Unit
Location	Various, QLD	Direct/Indirect Reports	0
Reports to	HIPPY Coordinator	Date Revised	Dec 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0028686

■ Position Summary

Reporting to the Home Interaction Program for Parents and Youngsters (HIPPY) Coordinator, the HIPPY Home Tutor will assist families to promote their children's learning and development, whilst working with parents to enhance their skills, knowledge and interaction with schools and community. The HIPPY Home Tutor will also innovate and support contributions to place-based operational goals in the Fraser Coast region

The HIPPY Home Tutor will facilitate the program with families and their four/five year-olds over a two year period with the main aim of supporting parents to improve children's school readiness. The program has been specifically designed to support and work with families experiencing disadvantage.

Service users will benefit from this role's inclusive and person-centred approach whereby the client/consumer is at the centre of planning and delivery.

■ Position Responsibilities

Key Responsibilities

- Be responsible for the delivery of the HIPPY program for up to 15 enrolled families in an engaging and educational manner following the guidelines of the peer to peer model outlined in the HIPPY Home Tutor Handbook
- Deliver the HIPPY program activities from a strengths-based framework which supports skill development and builds the confidence of parents and families
- Coordinate and attend home visits for assigned families at least one time each fortnight during the school term
- Exercise professional judgement within the area of child welfare and child protection as per legislation, regarding the health and welfare of children
- Perform HIPPY role-play activities during home visits and parent groups modelling performance so parents feel confident to complete the activities with their own child
- Undertake weekly Home Tutor training with HIPPY Coordinator and prepare weekly materials and equipment in readiness for home visits and group meetings
- Be responsible for the maintenance of accurate records of child and family participation in HIPPY and support the HIPPY Coordinator with reporting as required
- Assist the HIPPY Coordinator to develop partnerships with relevant stakeholders and support the active linking and engagement of volunteers and members to foster and support new collaborative opportunities
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client issues, grievances and complaints

- Assist with planning, preparation, delivery and clean-up of fortnightly parent group meetings as directed by the HIPPY Coordinator

■ Position selection Criteria

Technical Competencies

- Be a parent participating in the HIPPY Program or a parent that participated in the HIPPY Program within 12 months of his or her appointment as a Tutor
- Sound communication, negotiation and interpersonal skills and the ability to build rapport, establish positive and constructive relationships with clients
- Basic to sound literacy in English including reading and writing
- Highly developed organizational and time management skills
- Ability to work as part of a team with the capacity to work independently and adaptively to meet changing organizational needs
- Willingness to participate in community events as part of the HIPPY program
- Availability to work 15-20 hours per week during the school term
Ability to implement risk minimization strategies and contribute to maintaining a physically and emotionally safe environment
- Knowledge of and experience in working within Aboriginal and-or Torres Strait Islander people and communities and with culturally and Linguistically Diverse people and communities highly regarded
- Sound records management, general office administration skills, and experience with handling sensitive and confidential material an advantage
- Ability to work within a continuous improvement framework and enhance systems and procedures to strengthen organizational capability desirable

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- Current and valid Australian Driver's License + own vehicle (fully insured) is mandatory for this role

Behavioral Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Self-development** | actively pursue training and other developmental opportunities using the support of the coordinator and HIPPY Australia Training and Enhancement funding. Ability to evaluate progress and make adjustments to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.