

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Migrant Playgroup Facilitator	Department	NSW Program Services
Location	Coffs Harbour	Direct/Indirect Reports	0
Reports to	Regional Manager Northern	Date Revised	16/07/2015
Job Grade	Job Grade 3	Job Evaluation No:	HRC0042954

### ■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day-to-day basis.

### ■ Position Summary

This position is required to engage with members of the community to facilitate Migrant & Refugee Supported Playgroups. The worker will observe, plan and develop strategies to support strength in families and Early Childhood Education while supporting community connections.

They will deliver opportunities for information to be shared about parenting practices in Australia and tailor and deliver vocational, life skills and parenting education materials to refugee parents and families with complex needs to improve outcomes for refugee parents and their children.

### ■ Position Responsibilities

#### Key Responsibilities

- Use current knowledge of Child Development to plan, design and operate Supported Playgroups (for Migrant Refugees) in the Coffs Harbour LGA
- Set up and facilitation of groups including parent education, playgroups and education for refugee parents
- Continually identify areas of community and individual needs; develop and implement strategies to strengthen support systems and break down isolation
- Create experiences that promote understanding in capacities of positive parenting, including such areas as healthy food, children's behaviour, and hygiene
- Engage with Community to encourage strong understanding of the benefits of playgroup and peer support
- Recruit and train volunteers to support refugee parents with child minding, education and support
- Liaise and engage key regional stakeholders to support group facilitation
- Collect data, record and report outcomes and group participation
- Working in collaboration with the Manager, ensure that the program operates within budget and in accordance with approved Red Cross and relevant accounting standards

### ■ Position Selection Criteria

#### Technical Competencies

- Highly developed cultural competence, sensitivity to the needs and issues facing refugee parents and experience in working with refugee people
- Experience or strong ability to plan and design a safe learning environment for children and parents.

- Evidence of being able to role model appropriate play experiences and further encourage familial play experiences
- Demonstrated understanding of child development and best practice in parenting
- Understanding of general health, nutrition and hygiene needs
- Excellent communication and facilitation skills, particularly with people from diverse cultural groups
- Ability to demonstrate initiative, work independently and in a team environment
- Proven highly developed organisational and time management skills
- Excellent records management and general administration
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Basic proficiency in MS Office or similar software and experience using databases

### Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- A current drivers licence
- Qualifications and experience relevant to early childhood education

### Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**  
Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**  
Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions
- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**  
Addresses current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities
- **ACHIEVE | Change, Adapt and Innovate | Improves processes or programs through demonstrating flexibility and innovation**  
Accepts new ideas and change initiatives | Works to support the implementation of change locally | Understands how change impacts open role and adjusts activity accordingly | Adjusts to change positively | adapts work style to suit change circumstances
- **ACHIEVE | Plan and Implement | Effectively scopes, plans and implement work activities**  
Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time

### ■ 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 Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter

- 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