

POSITION DESCRIPTION – TEAM MEMBER

Position Title	HIPPY Home Tutor	Department	Southern Region
Location	Caboolture	Direct/Indirect Reports	0
Reports to	HIPPY Coordinator	Date Revised	Nov 2017
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3		

• 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

Red Cross is now actively progressing its Strategy 2020 agenda to clearly focus our efforts over the coming years and position us to make a real and lasting difference to the lives of people in Australia and overseas. Consequently, Queensland is realigning its operations to the revised goals and outcomes which present a much sharper focus of what we are going to do over the next five years. The position's primary responsibility is to operationalise *Strategy 2020 Goal 4: Improve the wellbeing of those experiencing extreme vulnerability*.

Reporting to the 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 Moreton Bay region.

The HIPPY Home Tutor will facilitate the Home Interaction Program for Parents and Youngsters (HIPPY) 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 – technical

- 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.
- 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.

Key responsibilities – team member

Humanitarian Placed Based and General Activities

- Develop and maintain knowledge of current services and infrastructure that support the community and facilitate the sharing of information, knowledge and resources between stakeholders and groups
- Undertake regular analysis of patterns of access for young people and ensure that this is provided to senior management to inform service planning
- Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes and celebrations
- In consultation with the line manager and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Contribute to Red Cross Strategy 2020 – Goal 2 by responding to disasters and other significant emergencies and/or supporting business continuity, in times of activation
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of issues, grievances and complaints

Administration

- Collate and update data systems and databases, ensuring accuracy and maintain appropriate office management systems (electronic and manual) including filing and quality assurance document control systems
- Working in collaboration with the line manager, ensure that the program operates within budget and in accordance with approved Red Cross and relevant accounting standards
- Collect and action accordingly administration related correspondence, emails, and general enquiries pertaining to all aspects of the program under the guidance of the line manager

□ Position Selection Criteria

Technical Competencies

Essential

- Sound communication, negotiation & interpersonal skills and the ability to build rapport, establish positive and constructive relationships with clients.
- Basic literacy in English including reading and writing.
- Highly developed organisational and time management skills.
- Ability to work as part of a team with the capacity to work independently and adaptively to meet changing organisational needs
- Active participation in the HIPPY program with your own child.
- 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 minimisation strategies and contribute to maintaining a physically and emotionally safe environment.

Desirable

- 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.
- Sound records management, general office administration skills, and experience with handling sensitive and confidential material.
- Ability to work within a continuous improvement framework and enhance systems and procedures to strengthen organisational capability

Qualifications/Licenses:

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

Behavioural Capabilities

- **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 | Achieve results** | Ability to manage changing circumstances and potential challenges. Actively seek to manage work and achieve results committed to. Participate proactively in performance review and supervision as a process to receive constructive feedback on home visits and office duties.
- **Team effectiveness | Collaborating** | support and building positive and constructive relationships within teams. Value diversity and support cultural differences within teams. Actively participate in team decision making. Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support.
- **Organisational effectiveness | Innovating and improving** | Demonstrated capability to support continuous improvement activities. Contribute to innovative ideas to implement in our place base operational goals in the Moreton Bay Region.

□ 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 Code of Conduct 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 2 years thereafter. Police check renewals may be required earlier than 2 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