

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: SUPPORTED PLAYGROUP FACILITATOR

<b>Award:</b>	Community Health Centre (Stand-Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
<b>Classification:</b>	Dependent on applicant qualifications and experience
<b>Site:</b>	This position is primarily based at Kangaroo Flat, however will also be required to work from any BCHS site and outreach locations on a daily basis.
<b>Hours per fortnight:</b>	76 hours per fortnight (1.0 FTE)
<b>Tenure:</b>	Ongoing
<b>Position description developed:</b>	November 2022
<b>Responsible to:</b>	Senior Leader – Family Services

#### We want (Vision)

Better health and wellbeing across generations.

#### We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

#### We strive for (Values)

- **Integrity**  
We are authentic and accountable, and we honour our obligations.
- **Respect**  
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**  
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**  
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**  
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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### **Position summary:**

The Victorian Government provides funding through the Department of Families, Fairness and Housing to provide Supported Playgroups for families experiencing disadvantage.

Supported Playgroups provide opportunities for eligible families to develop parenting skills and confidence to support their children's development. Supported Playgroups are for families with children aged birth up until they start primary school. In-Home Support is provided to families who meet additional criteria.

The responsibilities of this role include running Supported Playgroups (incorporating the *smalltalk* program) and providing In-Home Support.

### **Position Role**

Supported Playgroup facilitators are required to have the following:

#### **Knowledge** – demonstrated knowledge and/or understanding of:

- early childhood development and family support service systems
- early childhood learning and development stages
- Victorian Early Years Learning and Development Framework (VEYLDF) including the Practice Principles and Learning and Development Outcomes
- causes of economic and sociocultural disadvantage and its impact on families and children
- delivery of group-based and individual programs.

#### **Skills** – ability to:

- develop relationships with key local stakeholders and referral sources to develop referral pathways for families in the target group
- develop and implement strategies to engage families and support their attendance at Supported Playgroups
- communicate respectfully and effectively with families
- model and support quality parent child/interactions
- provide developmentally appropriate play experiences that promote learning
- effectively facilitate a Supported Playgroup
- effectively provide In-home Support
- respond in a timely and appropriate way to group dynamics and individual issues
- implement effective active listening skills and effective interpersonal communication skills
- implement motivational interviewing skills
- undertake connection planning with families to link them into relevant early years services community playgroups and other community services such as libraries.

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### **Position Responsibilities**

The responsibilities of the position are to:

- establish professional relationships and networks with referral organisations
- actively outreach and engage families in Supported Playgroups and In-home Support
- plan, deliver and evaluate Supported Playgroup sessions including implementing *smalltalk* and providing learning opportunities that are consistent with the VEYLDF
- deliver In-Home Support to eligible families
- follow up families who stop attending Supported Playgroups to address any barriers to participation and encourage attendance
- develop Family Transition/Family Connection Plans with families to refer and connect them to more intensive specialist services or community supports such as community playgroups when they cease attending a Supporting Playgroup.

Establishing referral processes and enrolling families in Supported Playgroup is part of the professional practice role of the facilitator and not an administrative or coordination function. Active involvement by the facilitator in all aspects of families' participation in Supported Playgroups, including assisting them to complete enrolment forms and supporting their attendance, increases families' engagement with the facilitator and increases the likelihood that families will attend regularly and actively participate.

Successful completion of training in *smalltalk* is required for the facilitator. The facilitator is also required to participate in post-training practice coaching run by the Parenting Research Centre (PRC) and their identified Community of Practice jointly run by Playgroup Victoria and the PRC.

It is also a requirement of funding and good practice that the facilitator will be provided with regular professional supervision from a qualified and experienced supervisor. This is to ensure appropriate accountability and to provide professional support and professional development to the facilitator.

### **Key Selection Criteria**

#### **Essential**

1. To have completed or be working towards a tertiary qualification in early education and care services, social work or equivalent at Diploma level or above.
2. Knowledge of the Victorian Early Years Learning and Development Framework (VEYLDF) including the Practice Principles and Learning Outcomes
3. Knowledge of the Maternal and Child Health service, early childhood and family support service systems for families and children.
4. Proven experience of engaging and working with a diverse range of families and stakeholders.
5. Demonstrated ability to develop and implement strategies to engage families and provide support in a variety of individual and group settings similar to the Supported Playgroup Program.
6. Confident communication and community engagement skills specifically in facilitation, presentation, negotiation and conflict resolution.
7. Demonstrated ability to work independently and innovatively as well as collaborating effectively within a team environment

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8. Current Victorian driver's license and Working with Children's Check.

### **Desirable**

1. Excellent organisational and time management skills.
2. Intermediate to high level computer skills such as use of Microsoft Office programs, and electronic client management systems including Microsoft Teams.
3. The ability to confidentially maintain accurate records in accordance with BCHS procedures.

### **Probationary Period**

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

### **Staff Review & Development (SRD)**

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

#### **Position Performance:**

Demonstrate achievement of negotiated performance indicators specific to your position.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

#### **Communication and Teamwork:**

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

#### **Self-Management:**

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

#### **Administration and Documentation:**

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

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- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

### **Learning:**

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

### **Diversity and Culture:**

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

### **Child Safety:**

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children to reach their individual potential.

### **Other Essential Requirements**

#### **Staff will:**

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

### **BCHS believes that *"Quality is everyone's business, safety is my responsibility"***

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

### **Other Information**

- Salary Packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.