creating a better life for children and young people in care

Position Description

Position Title	Program Facilitator		
Location	Brisbane (QLD)	**Reports to**	Senior Program Facilitator Brisbane
Employment Term		**Employment Type**	Part-time (3 days per week)
Hours of Work	22.8 hours per week	**Classification**	SCHADS Award level 4

Purpose of the position

CREATE Foundation is a systems advocate and national consumer body representing children and young people with an out-of-home care experience. CREATE is an organisation that is mission driven, adaptive, and creative in responding to the emergent needs and aspirations of children and young people.

The Program Facilitator supports the preparation and delivery of CREATE programs and activities for children and young people with a care experience in Queensland. Working as part of the State Programs team, the role collaborates closely with colleagues to deliver trauma-informed programs that support children and young people to connect and share their voices in safe, inclusive and empowering environments.

The role is also responsible for maintaining relationships across the out-of-home care sector to promote membership of clubCREATE and support engagement in CREATE activities and events. This includes connecting with government, case workers, and non-government agencies, and supporting young people to participate in opportunities such as presentations, panels, meetings and interview panels.

This role requires an understanding of trauma-informed practice and issues facing children and young people with a care experience, alongside highly developed communication and interpersonal skills and strong organisational and administrative capability.

Key responsibilities

Program Coordination and Delivery

- Prepare for, coordinate and facilitate programs, activities and events for children and young people with a care experience.
- Complete administration required for successful program delivery including completion of risk assessments, individual needs forms and consent forms.
- Use digital tools and platforms, including social media, email communications and databases, to promote activities, encourage participation, and support program delivery.
- Create safe, inclusive and empowering spaces that encourage participation.
- Support young people to participate in opportunities to have a voice, including presentations, meetings, panels and interview panels as required.

Relationship Management and Engagement

- Develop and maintain culturally safe and appropriate relationships with children and young people through face-to-face engagement, phone, email and online platforms.
- Communicate effectively and respectfully with children and young people to ensure they are connected to CREATE, informed and supported to have a voice, recognising them as experts by experience.
- Maintain positive relationships with carers, sector partners and stakeholders to promote participation in workshops and clubCREATE membership.
- Work collaboratively with CREATE colleagues to support consistent program delivery and shared learning.

Data Collection, Reporting and Administration

- Collect and record accurate data on participation and attendance from programs and activities.
- Facilitate the collection of feedback and evaluations from participating young people.
- Maintain accurate records in CREATE databases, including contact and communication with children and young people, program participation, and program activity and outcomes.
- Support the preparation of reporting requirements by contributing participation data and program updates for funding and sponsorship agreements, progress updates, and annual reporting.
- Assist with general administration tasks related to program delivery, including invitations, RSVPs, logistics and materials.

Organisational Citizenship and Compliance

- Demonstrate a strong commitment to CREATE's Mission, Vision and Core Principles.
- Operate in line with organisational policies, procedures and practice guides.
- Adhere to National Principles for Child Safe Organisations and apply a trauma-informed approach at all times.
- Actively seek to understand, represent and support CREATE's vision, strategic direction and organisational position to all stakeholders, internally and externally.
- Maintain confidentiality, professionalism and integrity in all interactions.
- Contribute positively to team culture and a safe working environment.
- Participate in national CREATE initiatives, projects and events.
- Undertake other reasonable duties consistent with the scope and responsibilities of the role.

Key Relationships

Internal

- Reports to Senior Program Facilitator Brisbane
- Collaborates with all other CREATE staff within the QLD offices
- Collaborates with the CREATE National team

External

- Children and young people in care
- State Department responsible for child safety/protection
- Out-of-Home care sector partners, agencies, and other NGOs as appropriate
- Suppliers and contractors as relevant to the role

Key Result Areas

- Effective delivery of events, activities and programs according to CREATE expectations and procedures.
- Demonstrated ability to work in a culturally sensitive and inclusive manner, and respectfully engage with children and young people in care, including those from First Nations backgrounds and all cultures.
- Effective adherence to, and facilitation of, the National Child Safe Standards, including ensuring a culturally safe, inclusive and trauma-informed approach to engagement.
- Effective communication with children and young people.
- Accurate recording of data and data cleansing, including accurate recording of programmatic activity on CREATE databases.
- Positive contribution to CREATE's organisational culture and reputation.

Skills and Knowledge

- Sound knowledge of community-based program delivery, with a focus on engagement for children and young people with a care experience.
- Understanding of trauma-informed practice and issues facing children and young people with a care experience.
- Sound understanding of culturally safe engagement, particularly when working with diverse communities and First Nations peoples.
- Ability to work within the National Principles for Child Safe Organisations, including knowledge of organisational policies, program objectives and child safety requirements relevant to social and community services environments.
- Strong skills in planning, organising and coordinating workshops, events and program activities to achieve agreed outcomes within set timeframes.
- Confidence using digital tools and platforms, including databases, email communications and social media, to promote programs, encourage participation, manage information and support engagement outcomes.
- Strong organisational and time management skills, including the ability to manage workload, meet deadlines, work autonomously and show initiative.
- Ability to collect, manage and interpret participation data, feedback and records to support reporting and continuous improvement.

Qualifications, Licences and Experience

Essential

- Relevant experience within the sector or a similar field **and/or** Tertiary qualifications in Social Science, Community Services, Event Management, Youth Work or a related field.
- Current employment level Working with Children Check (QLD Specific).
- Current drivers' licence.
- Full working rights within Australia.

Desirable

- Experience working with children and young people, particularly those with a care experience or from vulnerable backgrounds.
- Experience contributing to program planning, coordination and delivery within a funded or project-based environment.
- Experience using databases and digital platforms, including email communications or social media, to promote activities, manage participation and record program outcomes.

Competencies

- Ability to work under general direction while exercising initiative, judgement and responsibility for program outcomes.
- Strong interpersonal skills, with the ability to build respectful, culturally safe relationships with children and young people, colleagues and external stakeholders.
- Ability to manage competing priorities, set outcomes and adapt work methods where required to meet program objectives.
- Confidence facilitating group activities and creative workshops in a safe, inclusive and engaging manner.
- Ability to work collaboratively as part of a team, while also operating autonomously within agreed objectives and budgets.
- Strong administrative and organisational capability, including accurate record-keeping, reporting and coordination of program logistics.
- Commitment to CREATE's values, child safety, ethical practice and positive team culture.

Extent of Authority

- Required to set outcomes within defined constraints.
- Provides advice and support within their area of responsibility.
- Freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices.
- Solutions to problems generally found in precedents, guidelines or instructions.
- Assistance is usually available from the State Program and Engagement Coordinator and CREATE Management.

Selection Criteria

1. **Experience and/or relevant qualification** in Social Science, Community Services, Event Management or a related field, or equivalent practical experience.
2. **Demonstrated experience working with children and young people**, particularly those with a care experience or from vulnerable backgrounds, using a trauma-informed approach.
3. **Ability to coordinate and facilitate programs, workshops or events** for children and young people, including a demonstrated ability to work within the National Principles for Child Safe Organisations.
4. **Strong interpersonal and communication skills**, with the ability to engage respectfully and effectively with children, young people, and diverse groups, including First Nations peoples and communities, in a culturally safe manner.
5. **Well-developed organisational and administrative skills**, including the ability to manage competing priorities, meet deadlines, and accurately record and report information using databases and IT systems.
6. **Ability to work both collaboratively and autonomously**, exercising initiative and judgement while operating within organisational policies and program objectives.

CREATE recognises that the relevant skills, knowledge and capability for this role may be gained through lived experience, cultural knowledge, community involvement and non-formal pathways, and encourages applicants to outline these against the selection criteria where relevant.

Commitment to inclusion and cultural knowledge

CREATE Foundation strongly encourages applications from Aboriginal and Torres Strait Islander peoples.

We recognise the deep value of cultural knowledge, lived experience and community connection, particularly in roles that support children and young people with a care experience. Cultural knowledge and lived experience are highly valued by CREATE and will be considered alongside formal qualifications and work experience.

If you believe you can contribute to this role through your cultural knowledge, lived experience or community connection, we encourage you to apply, even if you do not meet every qualification or experience requirement listed.

Why work with us?

We don't just talk about making a difference - we live it. Our team is:

- purpose-driven
- passionate
- and we value collaboration.

We know that great work happens when people feel supported, included, and inspired. That's why we invest in our people and strive to create a workplace where everyone can thrive.

For more information on joining the CREATE team, including salary packaging, additional leave and other perks, visit Join Our Team | CREATE Foundation

About us

CREATE Foundation is the national consumer body for children and young people with an out-of-home care experience. We support children and young people from 0-25 who are currently in, or have experience in foster care, kinship care, permanent care or residential care.

Our Vision: That all children and young people with a care experience reach their full potential.

Our Mission: To create a better life for children and young people in care.

To do this we

Connect children and young people to each other, CREATE and their community

Empower children and young people to build self-confidence, self-esteem, and skills that enable them to have a voice and be heard

Change the systems impacting children and young people, in consultation with them, through advocacy to improve policies, practices and services and increase community awareness.

If you have questions about this role or the application process, please email hr@create.org.au, or call our People and Culture Manager on 0484 911 009