

<b>POSITION</b>	Parent Place Facilitator
<b>POSITION NUMBER</b>	Position Number
<b>CLASSIFICATION</b>	Band 4
<b>AGREEMENT</b>	Ballarat City Council Enterprise Agreement No.7 2016
<b>DIVISION</b>	Community Development
<b>UNIT</b>	Family and Children's Services
<b>MANAGER</b>	Coordinator Early Years Partnerships
<b>DATE UPDATED</b>	June 2019

## EMPLOYEE POSITION DECLARATION

*I have read and understand the requirements and expectations of this Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.*

**NAME OF INCUMBENT:** Employee Name

**SIGNED:** \_\_\_\_\_

**DATED:** \_\_\_\_\_

## 1. ORGANISATIONAL CONTEXT

As a result of population growth across Australia, Ballarat is now one of the largest inland regional cities in the country. Ballarat is uniquely located with easy access to Melbourne, Geelong and Bendigo and is the Western Victorian capital for a region of 400,000 people.

This position works within the Family and Children's Services (referred to as 'F&CS') business unit which is part of the City of Ballarat's (referred to as 'Council') Community Development Directorate. The business unit is responsible for the provision of services that are responsive to the needs of Ballarat families with young children. The services currently provided by the F&CS unit include children's services, programs for children and families such as Supported Playgroups, Maternal and Child Health and immunisation services, coordination of the Central Kindergarten Registration scheme, and planning for growth and demand through new or

upgraded early years infrastructure and developing strategic partnerships with external partners.


Council continues to strive for excellence in delivering a range of early childhood education and care services to children and family in ways that are of high quality, innovative and responsive to individual needs. Council is the key planner in the provision of early years services. This position is central to providing early years education and care programs that are managed and delivered by skilled professionals; ensuring facilities are fully utilised and services provided engage families and meet community need.

From a Health and Safety perspective the City of Ballarat requires the following:

### *All Employees and Volunteers*


- Follow City of Ballarat policies and procedures.
- Report hazards and other unsafe practices.
- Report injuries as soon as possible to your Manager/Supervisor.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

**Family & Children's Services** Values are based around the organisation's values of Leadership, Loyalty, Excellence and Outcomes:




### LEADERSHIP

- Everyone at the City of Ballarat can show leadership by contributing to delivering the best outcomes for our community, our organisation and our teams. We value positive leadership; understanding that what we do, counts and each of us take responsibility for the work we do.




### OUTCOMES

- We show persistence with discipline to deliver what we promise to our community and each other. We will work hard to find solutions for our community and our organisation that make a positive and lasting difference.



### LOYALTY

- At the City of Ballarat, we are each committed to our purpose and Enjoy belonging to an organisation where we support each other and act with integrity and trust.



### EXCELLENCE

- As the need of our community change we will continually improve our performance. We encourage people to be clever, creative and collaborative to deliver outstanding outcomes for Ballarat.

## 2. POSITION OBJECTIVES

- To ensure the smooth running of the Parent Place facility, under direction of the Coordinator Early Years Partnerships
- To coordinate the provision of services, rostering and training of volunteers and promotion of Parent Place based on the needs of families and in consultation with relevant stakeholders
- To coordinate data collection to inform and report to Council
- To build and maintain collaborative partnerships with internal and external stakeholders
- To provide a secure, safe environment for children and families

## 3. KEY RESPONSIBILITY AREAS

- To develop, implement and actively participate in a program, which includes a diverse and interesting range of experiences appropriate and responsive to the needs of children and their family
- Day to day coordination of Coori external stakeholders who are using the facility
- To ensure the provision of relevant services for children and families at Parent Place
- To ensure the provision of optimum health and safety conditions by maintaining a safe and hygienic indoor environment
- Refer families to relevant early years services as required
- Recruit, train and support volunteers
- To contribute to the ongoing development of Council services by involvement in service promotion, service delivery initiatives and appraisal and review processes
- Report hazards and incidents as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.

## 4. ORGANISATIONAL RELATIONSHIPS

<b>Reports to:</b>	Coordinator Early Years Partnerships
<b>Supervises:</b>	Parent Place Volunteers
<b>Internal Liaisons:</b>	Family & Children's Services Staff Council Employees
<b>External Liaisons:</b>	Stakeholders Families & Children Volunteers

## 5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for overseeing the day-to-day operations at Parent Place, with the aim to ensure the provision of a safe, caring environment, under direction of the Manager/management.
- Ability to support and guide volunteers within established Council processes and procedures, in relation to recruitment, training and retention of the volunteers with the scope to exercise discretion in the application of established standards and procedures.
- Ability to liaise with internal and external stakeholders and provide information regarding activities of Parent Place and 'pop up' Parent Place at Council events e.g. Begonia Festival, Harmony Fest etc.
- Working with the Coordinator, assist with the coordination of additional activities or events as they arise e.g. World Breastfeeding Day, Volunteer recognition.
- Perform all duties under the general supervision of the Coordinator Early Years Partnerships Services within agreed timeframes.

## 6. JUDGEMENT AND DECISION MAKING

- Ability to act responsibly, within well-defined objectives, to protect children from hazards, in accordance with Council policies and procedures.
- Demonstrate initiative to achieve well-defined work objectives, efficiently.
- Proven ability to deal with sensitive and complex issues in a confidential manner.
- Guidance and advice is always available from Coordinator Early Years Partnerships within the time available to make a decision.

## 7. SPECIALIST SKILLS AND KNOWLEDGE

- Knowledge of and proficiency in the application of standardised procedures and practices in relation to recruitment, Equal Employment Opportunity etc.
- Ability to plan, implement and evaluate programs for children & families and volunteer induction and training
- Ability to report objectively and participate in agreed management programs.
- Possess a sound knowledge of the Victorian & National Early Years Development Framework and a holistic understanding of individual family's needs and experience in the ability to increase parenting confidence.
- Good understanding of the early year's health and welfare service networks for families and the range of local services available to meet their individual needs.
- Computer and keyboard skills, including knowledge of Windows 10 based applications and databases.
- Good oral communication, written and presentation skills when dealing with clients, other employees and members of the public.

## 8. MANAGEMENT SKILLS

- Basic knowledge of personnel practices with the ability to provide volunteers under supervision with on-the-job training and guidance
- Effectively utilise resources - personnel, equipment and materials.
- Ability to manage time, effectively and plan and organise own work.
- Ability to use initiative in problem solving and prioritise workloads

## 9. INTERPERSONAL SKILLS

- Ability to gain co-operation and assistance from external clients, members of the public and other employees in the administration of well-defined activities in the day-to-day running of Parent Place and in the supervision of volunteers, where applicable
- To be able to effectively convey a feeling of security, care and flexibility towards children and parents.
- To contribute to a positive sense of teamwork through effective communication.
- Ability to maintain confidentiality and capacity to communicate sensitively, non-judgmentally and effectively with families, colleagues, agencies and the public.
- Ability to maintain routine written records, correspondence and reports, if required.
- Working closely with the Manager, assisting with the coordination of maintaining documentation relating to user agreements, memorandum of understanding's etc. regarding access to the facility
- Ability to relate effectively to volunteers, families and children through building trust and confidence.

## 10. QUALIFICATIONS AND EXPERIENCE

- Qualifications in children's services or community development/social work or relevant experience are desirable
- Experience working with children and families
- Ability to use web-based applications and knowledge of Windows 10 based applications and databases
- A valid Working with Children Check and current Police Check or willingness to obtain the required checks

## 11. SELECTION CRITERIA

- Relevant qualifications and/or experience working with children and families
- Demonstrated ability to work with a range of stakeholders including vulnerable children and families, volunteers and partner organisations
- Ability and willingness to work as part of a team maintaining a positive team approach
- Ability to coordinate operations at Parent Place and promote the services
- Effective communication skills including oral and written skills
- Knowledge and understanding of health and safety issues relevant to work activities and work area

## 12. PHYSICAL AND COGNITIVE DEMANDS

<i>Physical Demand Matrix</i>	
<b>Overall Role</b>	<b>Parent Place Facilitator</b>

<b>Body Posture</b>	<b>N</b>	<b>R</b>	<b>I</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>Comments</b>
Standing						✓	A significant proportion of the working day is spent standing. During these tasks, standing is constant.
Sitting				✓			Occasional sitting would occur which includes: <ul style="list-style-type: none"> <li>• Driving vehicle for school drop off and pick up</li> <li>• Children's furniture whilst interacting with children,</li> <li>• Adult sized chairs when it is not critical to be at the child's level</li> <li>• Floor</li> </ul>
Horizontal reaching with arms extended > 30cm in a 180 degree plane.					✓		Frequent and repetitive horizontal reaching required for tasks such as: <ul style="list-style-type: none"> <li>• Changing soiled nappies and dirty clothing</li> <li>• Whilst pushing/pulling pram</li> <li>• Loading and unloading dishwasher</li> <li>• Obtaining items stored on shelves</li> <li>• Strapping infants and children into car seats</li> </ul>
Neck flexion/extension /rotation						✓	Constant / repetitive neck movements required whilst completing all tasks. Educators would be required to maintain eye contact with all children and infants whilst they are engaging in activities on the floor/ground
Reaching above shoulder height				✓			Occasional requirement to reach above shoulder height to store and remove items from overhead shelves
Stooping & bending forward from standing position						✓	Constant requirement to stoop and bend from standing position when: <ul style="list-style-type: none"> <li>• Lifting infants/children</li> <li>• Moving furniture</li> <li>• Packing/unpacking toys</li> <li>• Placing or lifting children into cots</li> <li>• Changing nappies</li> </ul>
Kneeling / squatting					✓		Frequent requirement to kneel / squat whilst playing and interacting with children and infants at ground level
Trunk rotation					✓		Frequent trunk rotation required whilst completing all listed tasks

<b>Mobility</b>	<b>N</b>	<b>R</b>	<b>I</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>Comments</b>
Climbing step / platform		✓					Rare requirement to climb steps / platforms to place or remove items from overhead storage
Walking						✓	Constant requirement to walk whilst completing all listed tasks. This includes indoor and outdoor surfaces.
Walking over uneven surfaces					✓		Frequent requirement to walk on uneven surfaces when outdoors. Note: constant requirement to walk on surfaces containing obstacles indoors and outdoors
Ladder climbing		✓					Rare ladder climbing required to place boxes and items in overhead storage

<b>Manual Handling</b>	<b>N</b>	<b>R</b>	<b>I</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>Comments</b>
Unilateral lifting					✓		Frequent lifting of all equipment using one upper limb

# POSITION DESCRIPTION

Bilateral carrying					✓		Frequent requirement to lift and carry items using both upper limbs. This includes: <ul style="list-style-type: none"> <li>• Equipment</li> <li>• Furniture</li> <li>• Outdoor toys</li> <li>• Infants/ children</li> </ul>
Lifting with weight away from body <10kg				✓			Occasional requirement to lift <10kg away from body which includes infants, placing infants in to cots, porter cots and car seats and children's toys and equipment
Lifting with weight away from body >10kg	✓						Lifting >10kg away from body not required
Lowering a vertical distance > 25cm from waist to floor					✓		Frequent lowering a vertical distance >25cm from waist to floor. This includes: <ul style="list-style-type: none"> <li>• Infants/children, particularly from change tables to floor, into cots</li> <li>• Toys and equipment</li> </ul>
Lifting a vertical distance > 25cm from waist to shoulder height				✓			Occasional requirement to lift from waist to shoulder height. This includes items which are stored at higher levels on shelves
Lifting 0kg - 4.5kg					✓		Frequent lifting of items weighing 0-4.5kg. This extends to toys, equipment and books
Lifting 4.5kg - 9kg					✓		Frequent lifting of items weighing 4.5-9kg. This extends to infants, toys, equipment and indoor and outdoor furniture and play equipment
Lifting 9kg - 22kg				✓			Occasional requirement to lift 9-22kg. This extends to children, furniture and equipment
Lifting 22kg - 45kg	✓						Lifting 22-45kg not required
Lifting 45kg+	✓						Lifting >45kg not required
Handling unstable objects					✓		Frequent handling of unstable objects. This would extend to infants and children whilst: <ul style="list-style-type: none"> <li>• Changing</li> <li>• Playing / interacting</li> <li>• Lifting / carrying whilst they throw tantrums</li> </ul>
Carrying					✓		Frequent carrying required of infants/children and all listed equipment
Pushing / pulling				✓			Occasional requirement to push and pull items. This extends to: <ul style="list-style-type: none"> <li>• Outside equipment trolley</li> <li>• Food trolley</li> <li>• Linen trolley</li> <li>• Prams</li> </ul>
Sustained/ repetitive hand grip						✓	<ul style="list-style-type: none"> <li>• Constant requirement to sustain hand grip whilst completing all tasks</li> </ul>
Tool use	✓						Tool use not required
Exposure to vibration	✓						Exposure to vibration not required

<b>Frequency scale for critical physical demands</b>	<p><b>NR</b> = Not Required within this range of duties</p> <p><b>R</b> = Rarely (less than 1 x weekly)</p> <p><b>I</b> = Intermittently (1 x every 2.5 hours)</p> <p><b>O</b> = Occasional (1 x every 30 minutes)</p> <p><b>F</b> = Frequent (1 x every 2 minutes)</p> <p><b>C</b> = Constant (1 x every 15 seconds)</p>
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## Cognitive Demand Matrix

<b>Role</b>	<b>Parent Place Facilitator</b>
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<b>Psychosocial Demands</b>			
<b>Personal</b>	Concentration	✓	High levels of concentration required, particularly whilst attending and interacting with children / infants
	Patience	✓	Family Day Care workers are required to exercise high levels of patience whilst attending to all tasks
	Emotional stability	✓	Family Day Care workers are required to have a developed emotional stability whilst completing all tasks
	Judgement	✓	Family Day Care workers are required to exercise good judgement whilst completing all aspects of the role
	Reasoning	✓	Family Day Care workers are required to exercise sound reasoning whilst completing all aspects of the role
<b>Social</b>	Isolation	✓	Family Day Care workers are required to work in isolation however they can have members of their family at home
	Autonomy	✓	Family Day Care workers are able to utilise autonomy with respect to the processes in which they complete a task (whilst performing the task in accordance with Council guidelines)
	Peer support	✓	It is a team working environment with peer support always available via phone or face to face
	Social network	✓	Family Day Care workers work within a social network of other staff and parents/families of the children/infants in their care
	Production demands	✓	Family Day Care workers are not required to work according to production demands
	Stress	✓	Family Day Care workers are exposed to stressful situations when dealing with children and family issues