

POSITION DESCRIPTION



Title:	Multicultural Storytime Facilitator
Position Number:	Various
Classification:	Band 4
Directorate:	Community
Department:	Early Years
Award:	Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001
Incumbent:	Vacant

ORGANISATIONAL RELATIONSHIPS

Reports to:	Best Start Coordinator
Direct Reports:	▪ Nil
Primary Internal Relationships:	▪ Team Leader Children's Services ▪ Team Leader Maternal and Child Health ▪ Early Years staff
Primary External Relationships:	▪ Parents and children ▪ Agencies working with Culturally and Linguistically Diverse families / communities ▪ Community Groups ▪ Department of Health ▪ Other relevant support agencies / professionals

POSITION OBJECTIVES

Develop, facilitate and maintain a high quality storytime program for 0-5 year old children and their families from a CaLD background (specifically Arabic, Dari, Punjabi and Chinese).

KEY SELECTION CRITERIA

- Experience and / or Tertiary qualification in Early Years, Social Work, Youth Work or Community Development with demonstrated experience working directly with families and services to achieve positive outcomes.
- Bilingual written and verbal communication skills in English and one the specific target languages (either Arabic, Dari, Punjabi or Chinese).
- Demonstrated knowledge of the Greater Shepparton municipality's culturally diverse communities and agencies
- Ability to relate, engage and work with a diverse range of people and groups within a multicultural environment
- Experience in the planning and facilitation of groups and / or working with children and families with the ability to engage those from a multicultural background.

KEY RESPONSIBILITY AREAS

- Develop and implement a quality storytime program for children and their parents/carers in the specific language.
- Respectfully and effectively communicate with parents/guardians about health, development and wellbeing topics relevant to early childhood
- Ensure that the program is inclusive, engaging, culturally appropriate and sensitive, and in accordance with regulations, funding criteria and management body.
- Work cooperatively with Council's Early Years management and staff, responding and reporting as required effectively, timely and in accordance with Council's Values.
- Work cooperatively with other service providers and community leaders to promote the program and ensure content and delivery meets the needs of multicultural families.
- Attend and actively participate in professional development, team meetings and Communities of Practice meetings to ensure ongoing skills development and to keep up with best practice and a willingness to share such knowledge with other storytime facilitators and educators.
- Ensure a comprehensive process of reflection, self-assessment and evaluation of programs, routines and systems.
- Participate in program evaluation by seeking feedback from participants and keeping regular attendance records.
- Ensure the provision of optimum health and safety conditions by maintaining an attractive, safe and hygienic environment for the sessions.
- Ensure awareness and implementation of operational policies and procedures.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is accountable for:

- The provision of an excellent standard of service delivery.
- Achievement of agreed, specific performance objectives for the position.
- Adoption and implementation of safe working practices and procedures.
- Adherence to all relevant Council policies and procedures.
- Adherence to all relevant provisions of applicable Acts and Regulations.

This position has the authority to:

- The degree of power and freedom to act. Subject to and within the framework of the provisions of relevant legislation and statutory requirements and Council's policies and procedures.

Judgement and Decision Making

- Ability to make decisions regarding day to day operations and resources related to the position.
- Resolving issues as they arise and advising management about issues which need specialist attention.
- Selection of safe work practices and procedures as appropriate and relevant to the job.
- Ensuring awareness and implementation of operational policies and procedures for the Centre.

Multiskilling and additional duties

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not result in a narrowing of the employee's skill base.

SKILLS AND KNOWLEDGE

Specialist Skills and Knowledge

- Fluent in the specific language (either Arabic, Dari, Punjabi or Chinese) and English.
- Understanding of the beliefs, values and needs of a culturally and linguistically diverse community.
- Knowledge and understanding of community organisations and an ability to work positively with stakeholders.
- Ability to work collaboratively with families from a CaLD background
- Ability to recognise the child's and families individual needs and respond appropriately.
- Willingness to use technology to support effective communication and delivery of programs to educators and families.
- Demonstrated experience and understanding of the operations of early years services is desirable.

Management Skills

- Ability to manage own time and achieve goals within a specified time.
- Ability to work independently and within a team in a constructive and collaborative manner.
- Ability to work in a flexible manner and adapt activities to circumstances.
- Maintaining the required records and data to meet the reporting and acquittal requirements of the funder, Department of Health.

Interpersonal Skills

- High level interpersonal skills including both written and verbal communication (in the target language/s).
- The ability to work collaboratively with families, other professionals and services.
- Ability to contribute to the writing of relevant reports or presentations, and preparation of external correspondence as required.
- A tolerant attitude that ensures non-discriminatory service provision and team work to colleagues and clients regardless of their; race, gender, age, sexuality, religion or disability.
- Ability to gain cooperation, discuss and resolve problems.
- A willingness to commit to further training and development as required.

QUALIFICATIONS AND EXPERIENCE

- Bilingual in English and one of the target languages – Arabic, Dari, Punjabi or Chinese
- Tertiary qualification or experience in Early Years, Social Work, Youth Work or Community Development with demonstrated experience working directly with families and services to achieve positive outcomes.

OTHER INFORMATION

This position description is an overview of the role; reasonable adjustments to the role that do not change the overall level, scope or intent of the original position may be discussed and agreed to in consultation with the incumbent.

It is a prerequisite of this position that the incumbent holds and maintains a current:

- Working with Children Check
- Provide First Aid in a Childcare Setting
- Annual CPR

The tasks required of this position have been identified by Greater Shepparton City Council's Safety Management System as being at risk of contracting a vaccine-preventable disease. It is recommended that the incumbent be vaccinated against the following:

- Hepatitis A and B
- Whooping Cough
- Chicken Pox
- Measles/Mumps/Rubella (MMR).

Special Note:

The incumbent may be required to visit private residences to offer at home programs to those playgroup families that require additional support.

LEGISLATION

As a Council officer the incumbent is required to be aware of and adhere to the following acts, regulations and codes (as replaced from time to time):

- Local Government Act 2020
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 2010
- Greater Shepparton City Council Corporate Procedure – Employees Code of Conduct

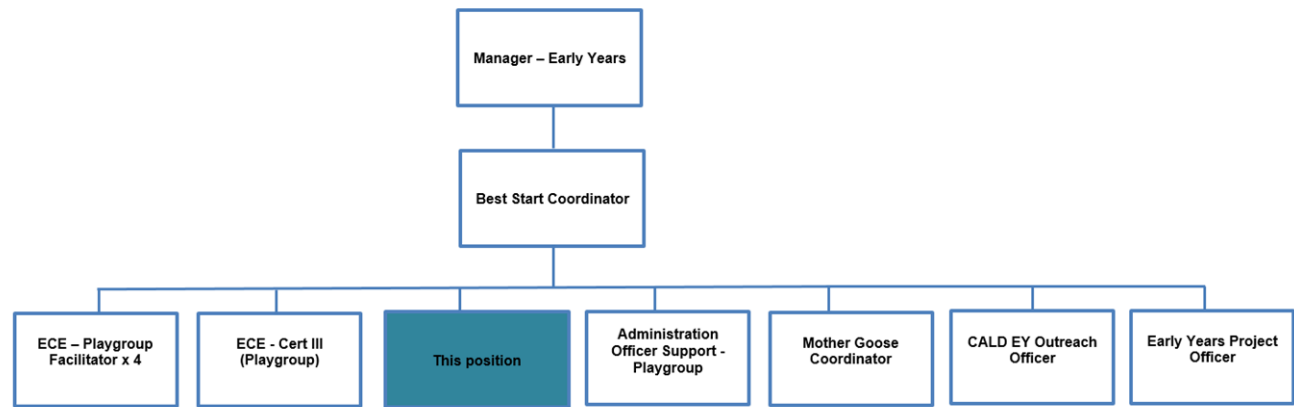
This is not an exhaustive list and individual roles may have responsibilities under other forms of legislation.

ORGANISATIONAL CONTEXT

Departmental Overview

The Early Years Department delivers a broad and diverse range of strategic planning, services, activities and programs aimed at supporting engagement and inclusion of children and families in our community.

This Department delivers Long Day Care, three and four year old Kindergarten, Occasional Care, Playgroup, Maternal and Child Health and Best Start initiatives. All programs support education and care, access and inclusion, community connectedness, fosters Aboriginal and Torres Strait Islander engagement, embraces cultural development and better outcomes for children and families.



VALUES

Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.

**Respect first,
always**

We are attentive, listen to others and consider all points of view in our decision making.

**Take
Ownership**

We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.

**Courageously
Lead**

We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.

**Working
Together**

We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.

**Continually
Innovate**

We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.

**Start the
Celebration**

As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.

SHARED ORGANISATIONAL RESPONSIBILITIES

Occupational Health and Safety

All employees are responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Taking reasonable care for their own safety and that of others at work.
- Obey all instructions from their supervisors to protect their own personal health and safety and that of others.
- Actively participate in OH&S training and awareness programs.
- Follow and encourage work group adherence to safe working procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Using safety devices and PPE correctly and when required.
- Reporting any incidents, near misses or safety hazards to supervisors, management or HSR's.
- Ensuring that they do not endanger any other person through any act or omission at work.
- Ensuring they are not affected by the consumption of alcohol or other drugs, illness or fatigue or endanger their safety or that of others.
- Actively participate in work group OH&S activities such as toolbox sessions.

Customer Service

Our customers are persons or organisations that use or needs a services provided by Greater Shepparton City Council.

We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with Council objectives and statutory obligations.

Greater Shepparton City Council recognises customer service as a whole of Council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice.
- Listening to and understanding our customer needs.
- Developing skilled and motivated staff.
- Strengthening relationships between staff and the customer.
- Ongoing evaluation reporting and continuous improvement.

Recordkeeping

As an employee of the Victorian Public Service Sector, it is your responsibility to ensure you are fully aware of recordkeeping responsibilities detailed in the Greater Shepparton City Council's Records and Information Management Policy, Framework and associated procedures. It is a requirement for all staff to create and capture full and accurate records of all work related decisions and activities into relevant approved corporate systems.

Emergency Management

Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act (1986 & 2013) and it is a core function of Council business.

The incumbent may, at times be asked to assist in Council's emergency management operations, within reason.

Risk Management

All employees are to:

- Understand the principles and purpose of Risk Management and the associated framework activities.
- Understand all the risks associated with their activities and assist their Manager/Team Leader in the identification and management of risks.

Child Safety

Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

Climate Emergency

Greater Shepparton City Council recognises the need to urgently address the causes of climate change to ensure our operations and the community are able to adapt to the impacts. All employees are responsible for the effective implementation of the 2030 Zero Carbon Emissions Target and demonstrate a commitment to mitigating and adapting to climate change. This includes:

- Judgement and decision making authority.
- Provision of service to the community.
- Adherence to relevant climate change policies and plans.
- Sustainable procurement – seeking and selecting the lowest carbon option and sustainable option in accordance with Procurement Guidelines.

INHERENT PHYSICAL AND COGNITIVE REQUIREMENTS

The frequency of the physical and psychosocial demands required of the position are defined as:

Never (N)	Does not occur
Rarely (R)	May occur but does not occur daily or weekly. (1% - 5% of the time spent)
Occasionally (O)	Does occur, time is set aside to perform this activity. (6% - 33% of the time spent)
Frequently (F)	Occurs daily or takes up a large percentage of the day. (34% - 66% of the time spent)
Constantly (C)	Primary activity for this position. (67% - 100% of the time spent)

	N	R	O	F	C
Work Environment					
Indoors					X
Outdoors		X			
Slippery Surfaces		X			
Uneven ground/Sloped areas		X			
Work in isolation				X	
Work in confined spaces	X				
Work at heights	X				
Work in dusty/fumes/foul smells	X				
Exposure to loud noises requiring hearing protection	X				
Exposure to personal waste	X				
Body Posture					
Standing			X		
Sitting				X	
Squatting/Crouching			X		
Kneeling		X			
Twisting		X			
Bending			X		
Manual Handling					
Reaching or working overhead (above shoulder)	X				
Reaching forward			X		
Gripping/fine motor movement				X	
Pushing/restraining		X			
Driving a vehicle	X				
Lifting floor to waist			X		
Lifting waist to overhead	X				
Lifting from a truck/trailer	X				
Lifting 0 - <5kg				X	
Lifting 5 - <10kg			X		
Lifting 10 - <15kg	X				
Lifting 15kg+	X				
Carrying awkward loads	X				
Climb steps/stairs/ladder		X			
Exposure to vibration	X				
Psychosocial					
Give direction to others			X		
Dealing with aggressive customers		X			
Dealing with upset customers		X			
Supporting dependent persons	X				

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	N	R	O	F	C
Cognitive					
Written communication			X		
Verbal communication					X
Comply with legislation					X
Problem solve			X		
Reason/make sense of things			X		
Make critical decisions		X			
Ensure accuracy/details				X	
Remember names/details					X
Show creativity				X	
Examine/observe others			X		
Work quickly			X		
Concentrate amid distractions			X		

ACCEPTANCE AND AUTHORISATION

Employee

I have read and understand the requirements and expectations of the Position Description. I agree that I have the physical and cognitive ability to fulfil the inherent 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.

Employee Name: _____

Signature: _____

Date: _____

Authorising Officer

By signing below the Authorising Officer indicates their agreement with and approval of the position description.

Authorising Officer Name: _____

Position: _____

Signature: _____

Date: _____