



Our Vision
People living well
Our Values

We care – We work together – We achieve – We learn – We innovate

Position Description

Name:	Parent and Relationship Education	Date:	12/01/2021
Position Title:	Parent Educator		
Reporting to:	Team Leader Parent Education		
Direct Reports:	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	<ul style="list-style-type: none"> Families Communities & Culture Program staff All of Gateway Health staff including Quality, Risk/Compliance and People & Culture roles 		
Liaises with Externally	Liaises externally with community members, other community service organisations, schools, kinders and various external agencies who may wish to refer people for support.		
Position Context	<p>Gateway Health (GH) aims to provide flexible and responsive parenting education, resources and support to professionals and parents throughout the Ovens Murray area. Services provided by GH aim to increase parental capacity utilising an early intervention approach. The program is tailored to meet the needs of vulnerable families and communities, and is provided through a number of different delivery formats, including group delivery or one to one support. The Regional Parenting Service is funded by the Department of Health and Human Services (DHHS).</p> <p>We also receive Department of Social Services funding to provide Family and Relationship Services which aims to strengthen family relationships, prevent breakdown and ensure the wellbeing and safety of children through the provision of broad-based education and support to families. These services are primarily early intervention and prevention and are targeted to critical family transition points including formation, extension, and separation.</p> <p>The service is currently providing opportunities for parents and carers who have children aged between 0 – 18 years through group work and individual consultation.</p>		
Organisation Context	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People living well</p> <p>Our Mission: Gateway Health provides primary health care & support to all in our community & focuses on providing services to those with the highest risk of poor health.</p> <p>Our Values: We care – We work together – We achieve – We learn – We Innovate</p>		

	<p>These five values reflect the way we interact with consumers, our approach to service delivery & how we look after each other. Gateway Health strives for an achievement culture that encourages innovation & initiative. We build & foster strengths-based programs that focus on support & recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales.</p> <p>Services are focused on the provision of primary health and welfare services to people at highest risk of poor health outcomes, and are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Maintain a high professional standard and work with integrity • Develop a collaborative working relationship • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Quality Improvement approach • Work within legislative and compliance framework <p>Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</p>
<p>Best Practice <i>(Knowledge & application of skills required for this position. Knowledge & understanding of equipment, legislation, policies & procedures)</i></p>	
<p>Key Responsibilities</p>	<p>Agreed Achievements</p>
<ul style="list-style-type: none"> • Provide parenting education programs to communities throughout the Ovens Murray Region of Victoria as well as into the Albury Region of NSW in collaboration with the universal service system. This support consists of both group delivery and on an individual basis • Participate in program planning on a term by term basis including the development and distribution of promotional material to services and families in the community • Work constructively with existing groups and organisations, to build on existing services to develop programs specific to parents 	<ul style="list-style-type: none"> • Delivery of rostered parenting programs as prescribed in each school terms Parent Education Timetable • Acceptance of clients off the waitlist and delivery of 1:1 parent education as directed. • Demonstrated contribution to planning and delivery of Parent Education across Ovens Murray.

<ul style="list-style-type: none"> • Work in a respectful and inclusive manner that applies principles of community development and strength based practice • Work in a self-motivated manner with an ability to problem solve • Work both independently and as a supportive and constructive team member in a diverse, multi-disciplinary team • Work in an open manner that facilitates reporting and monitoring • Gather, analyse and disseminate information in relation to current parenting practices and evidence based programs. • Assist with the development of parent education programs for families including vulnerable and high needs families. • Work with isolated and rural communities with community based organisations and providers of family support. 	
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Research, Leadership and Education
(Demonstrated experience and understanding of the need for continuation of personal & professional development)

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Continually develop both personally and professionally to meet the changing needs of your position, career and organisation. • Have a sound knowledge of relevant organisational policies and procedures as well as program work practices. • Attend all relevant training sessions provided by the organisation and be actively involved in other training and development as required. • Actively participate in the organisation's Performance Management System 	<ul style="list-style-type: none"> • Maintain professional development as required • 100% compliance within all agency mandatory training • The provision of evidence based practice in line with funding requirements and currency.

Team, Culture Building and Communication
(Communication & interpersonal skills including liaising with internal & external stakeholders)

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Act in a professional manner at all times when dealing with internal & external clients. • Positively promote the organisation both internally & externally. • Be prompt and provide courteous service to clients, colleagues and the broader community. • Maintain confidentiality on all issues relating to the organisation, the clients & fellow colleagues. • Treat all clients with respect whilst being responsive to their needs, and promote a 	<ul style="list-style-type: none"> • 100% attendance to team meetings • Regular attendance at ALL staff meetings and committees as required. • Follow and abide by all Gateway Health Policies & Procedures.

<p>culture which prioritises client choice at all levels of service delivery.</p> <ul style="list-style-type: none"> Observe and comply with the organisation's code of conduct. 	
<p>Clinical and Administrative Systems <i>(Org processes, admin & documentation requirements, professionalism & timely reporting)</i></p>	
<p>Key Responsibilities</p>	<p>Agreed Achievements</p>
<ul style="list-style-type: none"> Promote Gateway Health as a quality service provider and represent the organisation as a leader in its field in relevant industry and sector forums as required. Demonstrate culturally competent interactions with Aboriginal people. Gateway Health requires all staff to provide a holistic and inclusive approach to the health needs and rights of Aboriginal people. Demonstrate sensitivity, empathy and respect for the diversity of customs, values and spiritual beliefs of others at all times – members of the community, clients and colleagues. Where relevant collaborate with consumers and the community in the development, implementation and review of service planning, policies and quality improvement activities Assist with the supervision of students where appropriate Uphold and protect consumer rights and maintain strict confidentiality Understand and act in accordance with the Gateway Health Values and Code of Conduct when carrying out duties and in dealing with staff and key stakeholders. 	<ul style="list-style-type: none"> Complete clinical notes within agreed time frames and in accordance with GH policies and procedures Participate in and contribute to internal and external networks. Incorporate co-design principles into program delivery where possible.
<p>Quality, Safety and Compliance <i>(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)</i></p>	
<p>Key Responsibilities</p>	<p>Agreed Achievements</p>
<ul style="list-style-type: none"> Provide and update Working with Children(s), Disability Workers Exclusion scheme and Police Checks and immediately report any changes to their status to Gateway Health Ensure an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines Ensure a safe working environment for yourself, your colleagues and members of the public 	<ul style="list-style-type: none"> Develop and maintain a personal care plan and 100% attendance in the Gateway Health Clinical Supervision or Line Management Meetings Maintain a safe working environment for self, colleagues, clients and members of the public Identify report and manage risks and ensure actions are taken to prevent and minimise harm to the organisation and consumers and staff of Gateway Health; including steps to minimise risk of infection to consumers, staff,

<ul style="list-style-type: none"> • Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the Gateway Health workforce • Contribute to organisational quality and safety initiatives • Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public • Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements • To continually develop both personally and professional to meet the changing needs of your position, career and organisation 	<p>contractors, volunteers and members of the public.</p> <ul style="list-style-type: none"> • Participate in activities to ensure compliance with legislation, regulations, Health and Community Service Standards, Human Service Standards and any other relevant standards. • Actively contribute to organisational quality improvement and safety initiatives.
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Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Behaves in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Previous experience in delivery and facilitation of parent and/or relationship education programs such as but not limited to:

Tuning into Kids and/or Teens, Positive Parenting Program (Triple P), Circle of Security, 123 Magic, Bringing Up Great Kids or Engaging Adolescents. Current Australian Drivers Licence or accepted International Drivers licence
3. Current Australian Drivers Licence or accepted International Drivers licence
4. Confirmation of your right to work in Australia, Satisfactory National/International Police, Disability Worker Exclusion Scheme and Victorian Working with Children Checks must be provided prior to commencement.

Desirable

5. Demonstrated ability to gather, analyse and disseminate information in relation to current parenting practices and evidence based programs.
6. Demonstrated ability to manage a diverse workload and prioritize activities.
7. Demonstrated understanding of issues in developing parent education programs for families including vulnerable and high needs families.
8. Previous experience of working with isolated and rural communities with community based organisations and providers of family support.
9. Experience facilitating and implementing evidence based programs.
10. An ability to work in isolation and as a team.
11. Proven ability to communicate clearly, both written and verbal.
12. Demonstrated skills in the use of software packages for data entry and record-keeping, data analysis and presentation

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if

required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at other locations may be required

Award and Conditions

- SACS COMM DEV WKR - plus 9.5% Superannuation
- 0.6 EFT (45.6 hours per fortnight) Ongoing
- Wodonga with travel between sites expected.
- Subject to the Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013-2015
- Gateway Health’s Code of Conduct, policies, procedures and standards as varied from time to time, including Child Safe Standards.

Performance Monitoring

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

Last Appraisal Date	
Next Appraisal Date	

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Employee Signature: _____ **Date:** _____

Print Name: _____