

POSITION DESCRIPTION

POSITION TITLE:	Health Education Officer (Village Connect)
DEPARTMENT:	Community Programs
OPERATIONAL BASE:	Campbelltown (travel across SWS required)
CLASSIFICATION:	Experienced Health Education Officer, Graduate / non graduate
STATUS:	16hrs week until 30 April 2026 (with potential for extension)
VACCINATION CATEGORY:	A
RESPONSIBLE TO:	Village Connect Team Leader

THE OPPORTUNITY

The Village Connect, A Parent Hub is an exciting pilot project that aims to support young parents under the age of 25, and their child, giving them the best start on their family journey. The pilot is culturally led and driven, ensuring the voices of the young parents are heard at all levels.

The model aims to ensure collaboration so young parents are supported at the time they need, without the difficulties of navigating systems. In this exciting project, Karitane will focus on providing child development and parenting support and education through playgroups, home visiting and facilitating evidence-based parenting groups and training.

Karitane are working with Uniting who will provide key worker supports, Sonder who will provide app-based services, community health Speech and Occupational Therapists and various other external agencies to ensure a holistic support plan for each of our parents.

The Health Education Officer role will work directly with young parents (25years and under) to provide formal and informal, individual and group educational experiences with a child and parent focus. This role will work with internal and external stakeholders for the best outcomes for the parents who access our support.

KEY SELECTION CRITERIA

Key selection criteria:

1. Relevant tertiary qualifications in health, education, community services or related discipline
2. Experience working with families from diverse backgrounds including CALD, Aboriginal and Torres Strait Islander, socially or geographically isolated families
3. Understanding of issues regarding parenting as a young Mum
4. Ability to work in partnership with local organisations, agencies and health care professionals
5. Experience developing and running playgroups and facilitating parent education (both formal and informal, group and individual)
6. Experience working with vulnerable children 0-5years and their families in Early Intervention framework

7. Highly developed interpersonal and communication skills
8. Strong computer literacy skills including experience using the Microsoft suite and online databases

ABOUT YOU

You will possess:

- Demonstrated experience using strengths-based framework to achieve agreed family goals and outcomes
- Previous operational experience in child and family support including case management experience, and delivery of evidence-based programs
- A desire to support young Mums to navigate and access necessary supports in a timely way

About the Young Parent Hub

The SWS Investment Approach for Social Impact Strategy (IAFSIS) team working in partnership with Karitane and Uniting to implement the Parent Hub and Keyworker model prioritising supports for women aged 25 years and younger, who are either pregnant and/or have a child, and live in SWS District. This holistic model will bring together many health and wellbeing services, including those delivered by the SWS Local Health District, and several broader family support initiatives. It builds on Karitane's significant experience with integrated care hubs, and Uniting's Family Connect and Support (FCS) model, while also integrating with Sonder, to alleviate system blockages, enabling the potential for systems change. It has a focus on health and wellbeing, coordinated, continuous care principles, therapeutic relationships and stepped care, and will provide up to 2 years support for some families. The model aims to enhance collaboration across the entire system.

The Village Connect Hub is a wrap-around service that holistically and collaboratively supports young parents and will build parenting skills to meet children's developmental support needs, help young parents to meet their material needs, and actively encourage peer-to-peer connections and informal support networks.

Village Connect will be culturally led and culturally responsive. The team will work to consider the overall needs and resources of all those who require support, whether that be short or longer term, sporadic or intense.

RESPONSIBILITIES

Karitane programs provide safe, effective, evidence-based quality care consistent with the Karitane vision and values, and adhere to the Professional and NSW Health code of conduct.

Key elements of the Village Connect Health Education Officer Role include:

1. To provide a culturally safe, nurturing environment for families and their children who access our supports.
2. Participate and contribute to the establishment of this new and innovative team underpinned by Karitane's values of respect, innovation, excellence and collaboration.

3. Working collaboratively with the Aboriginal and Torres Strait Islander Stakeholders to build and maintain effective partnerships with Aboriginal services to support choice for Aboriginal and Torres Strait Islander families.
4. Working effectively with diverse communities and services and networks to support service connections and warm referrals for the benefit of young families.
5. Establish and facilitate opportunities to meet and engage with young parents and their child through playgroups, home visiting and parent education.
6. In partnership with the team, support young parents and their children by running evidence-based programs such as Empowering Parents Empowering Communities (EPEC).
7. Engage in consultation with young parents ensuring service system challenges are understood and young mums have input to the design of the Young Parent Hub.
8. Building and maintaining effective relationships with partners, local services and existing networks to facilitate a partnership and coordinated approach.
9. Keep accurate and complete records, information secure and privacy policies and requirements.
10. Take reasonable care work health and safety in accordance with legislative requirements and policies and procedures.

To deliver an effective, best practice early intervention service system, the following practice principles should be embedded into the delivery of services. Early intervention services should be:

- **Culturally safe and culturally led**, we respect, embrace and celebrate the culture and identity of the people we support, recognising that this empowers people to feel safe to be themselves and thrive in ways important to them.
- **Person Centred** with the child, young person and/or family at the centre and leading decision making.
- **Strengths Based** using a strengths based approach to service design and implementation that support people to build their capacity for change.
- **Evidence-Informed across the life course**, using natural development phases and transition points as 'triggers' for service delivery (for example becoming pregnant, first 2,000 days of a child's life, mothers returning to work, entry into early learning, starting school, transition to high school)
- **Holistic and collaborative** working in partnership with other relevant services and/or organisations to achieve better outcomes with children, young people and families.
- **Capability building** to build social capital within communities.
- **Trauma Informed** to recognise the impact of trauma on those accessing services, and develop and implement trauma informed policies and practices.

- **Flexible and Responsive** in working with families, recognising that families' needs are not static, and that families may be transitioning in and out of hardship and disadvantage over time.

CONDITIONS OF EMPLOYMENT

Temporary part-time employment in accordance with

[Final Professional and Associated Staff \(AHO\) Agreement 2022.pdf \(karitane.com.au\)](#)

Karitane services are provided at a number of sites across NSW.

The majority of Karitane services close for approximately two weeks over the Christmas/New Year period, during which time employees are required to take leave.

Karitane supports a smoke free environment including grounds, buildings and vehicles.

Applicants will have a commitment to EEO & WHS, ethical practice and the principles of cultural diversity.

Relevant Police Check, Working with Children Check, Apprehended Violence Orders and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants.

Summary Role and Function

Karitane staff provide safe, effective, quality care consistent with the organisation's mission, philosophy and standards of care, and adhere to the Professional Code of Conduct.

Statement of Duties

Listed are the primary Duties of this role and the Performance Standards required to undertake the duties.

1. Clinical

Duties:

To provide care in keeping with recognised standards where the primary objective is to assist the family in the management of their children in order to promote optimal health and well being. Care is provided within the framework of Karitane Policies and Procedures, Family & Community Services Funding Agreements and the Families NSW Initiative

Performance Standard

This is demonstrated by your ability to:

- Assist with the development of the program.
- Community development and liaising with others involved for the prevention of child abuse and neglect using an early intervention framework
- Assist with the coordination/facilitation of activities for families, such as supported playgroups, picnics, social events and education sessions
- Maintain close contact with referring agencies and services
- Promote the aims of the program within the community
- Actively liaise with individuals and agencies working in the same area
- Ongoing monitoring of family interactions including the provision of guidance, advice, support and referral

- Participate in professional consultation and interagency meetings as required

2. Organisational

Duties:

To participate in the smooth operation of Karitane in accordance with the mission statement and business plan.

Performance Standard:

This is demonstrated by your ability to :

- Attend and actively participate in meetings and attend organisational staff meetings as required.
- Participate in program planning and working parties.
- Consult as appropriate with the multidisciplinary team
- Maintenance of personal records.
- Maintenance of activity records, database management, statistics, reporting and information systems
- Undertake new or additional tasks as directed by management in response to the work setting.
- Be aware of budgetary constraints in the delivery of care
- Promote harmonious relationships with the organisation
- Deal with conflict effectively
- Act in accordance with the policies and procedures of Karitane.
- Submit regular reports, or as requested, to Program Lead and Systems Navigator
- Participate in preparation of monthly reports to Program Lead and Systems
- Navigator
- Participate in on-going evaluation of the program.
- Participate in supervision as required.

3. Professional Practice and Development

Duties

- To practice in accordance with the recognised standards, the Codes of Ethics Professional Conduct, and legislation.
- To pursue professional development opportunities that support best practice in the field.

Performance Standard

This is demonstrated by your ability to:

- Continually update your knowledge through self-initiated learning and participation in education programs
- Contribute to research and development of child and family health.
- Participate in decision making about health care planning, practice and evaluation.
- Participate in professional activities, particularly those concerning child and family health
- Develop and demonstrate an awareness of multicultural values, beliefs and practices to facilitate communication with clients and families.
- Contribute to the professional development of colleagues
- Participate in the Performance Management Process

- Maintain professional registration as required; take responsibility for advising administration of the same.
- Take responsibility for participating in annual mandatory education activities.

QUALITY IMPROVEMENT

Duties

To participate in outcome based quality improvement activities that optimise levels of care, and improve customer satisfaction.

Performance Standard:

This is demonstrated by your ability to:

- Evaluate practice and identify areas that could be improved
- Engage with young Mums accessing the program to provide feedback on how the program and systems can be improved
- Participate in Quality Management activities and Accreditation program

ABOUT US

Established in 1923, Karitane is a dynamic and innovative not for profit health organisation and registered charity providing early parenting services. We support families with children from birth to 5 years of age through building parenting capacity, enhancing parent child relationships and strengthening a family's connections with supports in their community. Our services are evidence based and delivered by a caring and highly trained professional team of child and family health nurses, paediatricians, social workers, psychologists and psychiatrists offering complete, holistic care.

OUR CARE

Karitane staff provide safe, effective, family-centred quality care consistent with the organisation's mission, philosophy, values and standards of care, and adhere to the Professional Code of Conduct.

OUR VISION

Our impact will enable children to have the best start in life.

OUR PURPOSE

We are trusted early parenting experts empowering families and children to be healthy, confident and resilient.

OUR VALUES

- **Respect - Our Relationships**

Our relationships are characterised by respect, support and a recognition of the value of every individual. Each family & child, colleague and care partner is important to us. We value our diverse backgrounds and professional approaches that contribute equally to Karitane's success in providing care.

- **Innovation –Our Future Focus**

We commit to creative and innovative approaches to our work informed by ongoing research, increasing knowledge, evidence-based practice and contemporary approaches to care. We seek new opportunities for delivering services that are sustainable and transforming for the families we serve.

- **Collaboration - Our Partnership Approach**

We seek to collaborate with our families, our colleagues and care partners to achieve our purpose. We build our partnerships through effective teamwork, shared decision making, our caring and supportive approach and appropriate and timely communication.

- **Excellence - Our Standard**

We strive for excellence in our work supported by effective leadership, professional, transparent and accountable practices, cultural awareness and a commitment to continuous learning.

SUPPORTING OUR PEOPLE

Karitane is a family-friendly, flexible workplace with a strong culture of success that reflects our values of innovation, excellence, respect and collaboration. We are a passionate, dynamic and highly engaged team making a difference to families' lives. We support each other and provide excellent professional development opportunities. We offer a comprehensive well-being support package, Employee Assistant Program, Perkbox reward & recognition program and discounted gym membership. If you come from NSW Ministry of Health or other affiliated health organizations you can transfer your leave entitlements to Karitane.

UNIVERSAL STATEMENT OF OBLIGATIONS

EDUCATION AND PROFESSIONAL DEVELOPMENT

- Pursue appropriate continuing education and professional development.
- Attend mandatory training in Fire, Manual Handling and other training as required.
- Recognise and respond to the need for accurate health promotional information for clients, visitors and other members of staff.

CLINICAL AND/OR CORPORATE GOVERNANCE

- Identify the needs of clients and where possible adapt services to meet those needs.
- Understand the accreditation processes within Karitane and participate in the implementation of improvement strategies.

CODE OF CONDUCT

- Adhere to the NSW Ministry of Health and SWSLHD professional Code of Conduct and Ethics.
- Demonstrate accountability and ethical behaviour in the performance of all duties.
- Respect the physical, emotional, social and spiritual needs of the client and their carers, including their right to be involved in decision-making affecting their health care.
- Report any suspected cases of child neglect or abuse to immediate manager.
- Be aware of medico/legal responsibilities.
- Maintain confidentiality and privacy at all times.
- Report suspected or actual; fraud associated with the workplace.

WORK HEALTH & SAFETY, SECURITY AND FIRE SAFETY

- Maintain a current driver's licence and provide a photocopy of same at annual performance appraisals.
- Adhere to Karitane's Work Health and Safety policy and procedures.
- Commitment to and understanding of NSW Health Smoke Free- free Health Care Policy.
- Assist with the security of the building through the correct handling of keys.
- Report any damage or repairs required to buildings, furniture and equipment to the appropriate supervisor so that repairs can be arranged.
- Adhere to Karitane's procedures for 'Risk Management' of identified risks.
- Ensure all office equipment and lighting is turned off and work area is secure before leaving each day.
- Attend education sessions regarding WHS, security & fire safety.
- Follow the protocols for Incident Management & Reporting.
- Participate in security risk identification/assessment & report any suspicious occurrences/potential for aggressive episodes.
- Assist management in the creation and maintenance of a 'zero tolerance zone' where staff and clients can enjoy an environment in which violence and verbal abuse is not tolerated.

EQUAL EMPLOYMENT OPPORTUNITY, CULTURAL DIVERSITY AND ANTIDISCRIMINATION

- Be aware of and act within the bounds of the EEO Policy of SWSLHD.
- Be aware of and act within the bounds of the Anti-Discrimination policy of SWSLHD.
- Respond positively to the cultural beliefs and practices of clients, visitors and other staff members.
- Be actively involved in the optimizing service provision to people of Non English Speaking Backgrounds and Aboriginal and Torres Strait Islander backgrounds.
- Harassment will not be tolerated in any form, i.e. behaviour, verbal or physical, which is unwelcome, persistent and/or offensive.

PERFORMANCE MANAGEMENT

Performance appraisal will be carried out at three months and then annually with your Manager.

EXIT INTERVIEWS

Participate in an Exit interview on termination.

Employees Declaration

I have read this position description, I understand the position requirements and position demands checklist (attached) and agree that I can fulfil these requirements to the standards outlined.

I am not aware of any reason, which might interfere with my ability to perform the inherent position

requirements and position demands of this position.

I am aware that my ongoing employment will be subject to my continued compliance with the relevant NSW Health policy directive/s concerning Immunisation Compliance, Occupational Assessment, and Screening & Vaccination against Specified Infectious Diseases. I am aware that I must ensure that myself and those staff reporting to me are made aware of, and comply with the requirements of, this/these policy directive/s I am aware that any false or misleading statements may threaten my appointment or continued employment with Karitane.

I agree to comply with the policies of NSW Health & Karitane

I also agree to strictly observe the policy on confidentiality of staff and patient information or such other sensitive or confidential information that I may come across in the course of my employment.

I am aware that during the course of my employment, regular criminal record checks and Working with Children's Checks will be conducted with my knowledge to ensure my ongoing suitability for employment.

Employee's Name

Signature

Date

I have explained the duties and responsibilities of this position to the employee.

Chief Executive Officer

Signature

Date

POSITION DEMANDS CHECKLIST	
PHYSICAL DEMANDS	FREQUENCY
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Occasional
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Occasional
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable

Driving - Operating any motor powered vehicle	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Sight - Use of sight is an integral part of work performance e.g. computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals Not	Infrequent
Taste - Use of taste is an integral part of work performance e.g. Food preparation Not	Not Applicable
Touch - Use of touch is an integral part of work performance	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Dust - Exposure to atmospheric dust	Not Applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes - Exposure to noxious or toxic fumes	Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Not Applicable

Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Infrequent
Confined Spaces - areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable

STATEMENT OF PHYSICAL STATUS

I have read the inherent job requirements for the position. I understand the listed physical, sensory, psychosocial and environmental requirements and the hazards of the position and mark the declaration below:

- ☐ I am not aware of any health condition/s (physical or mental) that might prevent me from performing the inherent requirements of this position.
- ☐ I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements. Any adjustments I may need have been discussed with positions manager, prior to completing the health declaration.

I am aware that any false or misleading statements may threaten my appointment or continued employed with Karitane.

Employee Name:

Please print

Employee Signature:

Date:

/ /

Manager's Name:

Please print

Manager's Signature:

Date:

/ /
