

WHITEHORSE CITY COUNCIL

Position description

Job title: Supported Playgroup Facilitator	
Classification: Band 5	Effective Date: November 2025
Reports to: Maternal and Child Health Team Leader	Tenure: Permanent

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

CREATE - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.



WHITEHORSE CITY COUNCIL

Position description

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

Supported Playgroups provide opportunities for eligible families to develop parenting skills and confidence to support their children's development. Supported Playgroups are for families with children aged birth up until they start primary school. In-Home Support is provided to families who meet additional criteria.

The responsibilities of this role include the development and facilitation of Supported Playgroups (incorporating the Smalltalk program) and providing In-Home Support. Supported Playgroups and home coaching provides parenting support to families with young children in the context of a quality playgroup experience. The officer's role includes directly establishing a safe, developmentally and age appropriate play setting inclusive of both parents and children from a range of backgrounds.

Key Responsibilities

Position Specific Responsibilities

- Develop relationships with key local stakeholders and referral sources to develop referral pathways for vulnerable and appropriate families.
- Under guidance from the People Leader, develop and implement strategies to deliver Supported Playgroups and support regular attendance at Supported Playgroups in line with the Department guidelines and Parenting Research Centre (PRC) Smalltalk program.
- Under guidance from the People Leader, develop and implement strategies to deliver In-Home support for eligible families.
- Communicate respectfully and effectively with families using language that families understand, responding in a timely and appropriate way to group dynamics and individual issues.
- Model and support developmentally appropriate play experiences and parent/child interactions at Supported Playgroups and during In-Home Support sessions
- Effectively facilitate playgroups, monitoring and adapting the group structure to optimise client engagement and attendance, while modelling and supporting developmentally appropriate play experiences and parent/child interactions.
- Support and advocate for positive parenting and behaviour and guidance strategies.
- Undertake transition planning with families to link them into relevant early year's services, community playgroups and other community services (ie libraries).
- Effectively liaise with MCH Leadership and Parenting Resource centre representatives in the determination of eligible families for additional playgroup terms and In-Home Support services.

- Adhere to all legislative requirements of the Child Information Sharing Scheme (CISS) and the Family Violence Information Sharing Scheme (FVISS) as a prescribed Information Sharing Entity (ISE)
- Apply the MARAM Framework to assess and manage child and family violence risk
- Work collaboratively with the People Leader to plan and manage program resources (e.g., equipment, materials, budget) to ensure efficiency and delivery quality remain aligned with program funding requirements
- Actively participate in the Maternal and Child Health (MCH) Service Unit structure by attending regular team meetings, and planning sessions to ensure program goals align with broader community priorities.
- Support collaborative service delivery by co-facilitating shared projects and groups as required.
- Plan, organise, and execute promotional activities and community engagement events that serve as a feeder opportunity for the Smalltalk program and MCH service.
- Effectively participate in the completion of reports to DFFH using the relevant software program and templates provided.
- Effectively develop and maintain relationships with primary referral sources including Maternal & Child Health, local parenting support organisations, and Child Protection staff.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget:

The position is responsible for the Supported Playgroup operating budget and resource planning, in conjunction with the MCH Coordinator.

Staff responsibility:

Nil

Judgement and Decision Making

The position has the ability to:

- Exercise professional judgement to achieve objectives.
- Effectively manage time and design individual work plan.
- Develop and implement specific programs and projects within established procedures.
- Assist in the preparation and monitoring of program budgets.
- Effectively represent the City of Whitehorse at meetings and to the general public.
- Assist in the preparation of timely reports and presentations to Council, DET, and the broader community, on children and family issues.

Specialist Knowledge and Skills

Certificates/Licences and/or Proficiency in:

- Demonstrated knowledge and/or understanding of early childhood and family support service systems.
- Demonstrated knowledge and/or understanding of early childhood learning and development stages.
- Demonstrated knowledge and/or understanding of Victorian Early Years Learning and Development Framework including the Practice Principles and Learning Outcomes.
- Demonstrated knowledge and/or understanding of causes of economic and sociocultural disadvantage and its impact on families and children
- Demonstrated knowledge and/or understanding of delivery of group processes.
- Ability to co-ordinate and organise individual workload and set priorities, achieve objectives and evaluate outcomes within given timeframes
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

Technology

- Ability to operate computer programs in a Windows environment.

Qualifications and Experience

- Tertiary qualifications in early education, family support, social work or equivalent at Diploma level or above, or an equivalent combination of training and experience.

- Completion of the Parenting Research Centre (PRC) Small talk program, or willing to complete.
- Demonstrated experience in the planning, implementation, administration and evaluation of supported playgroups, or similar social support programs.
- Demonstrated experience in the delivery of In-Home Support programs and practices.

Interpersonal Skills

- Highly developed interpersonal skills including excellent written and oral communications skills.
- Experience in working in a team environment.
- Capacity to liaise collaboratively and professionally with internal staff and external partners to plan, coordinate, and execute shared activities and promotional events

Key Relationships:

- The position liaises with Health and Family Services and other Council departments.
- The position is required to maintain professional relationships with client groups; DET representatives; MCH Nurses, local and regional family, children and youth services; community and business agencies; relevant Government departments; schools; and other organisations as required.

Management Skills

- Demonstrated planning, organisation, and time management skills, with the ability to use data for continuous program optimisation.
- Proven ability to effectively manage time and design an individual work plan to balance concurrent demands.
- The capacity to accurately collect, organise, and interpret program statistics (e.g., attendance, eligibility, referral rates) for mandatory DFFH reporting
- Assist in the preparation and monitoring of program budgets.
- Experience in utilising report findings and data insights to inform future delivery and resource planning, ensuring the program is continually optimised for family engagement, reach, and adherence to funding guidelines.
- Assist in the preparation of timely reports and presentations to Council and the broader community, on children and family issues.

Key Selection Criteria

1. Tertiary qualifications in early education and care services, family support, social work or equivalent at Diploma level or above, or an equivalent combination of training and experience. Must have completed the Parenting Research Centre (PRC) Small talk program, or willing to complete the program upon commencement.
2. Demonstrated experience in the planning, implementation, administration and evaluation of supported playgroups, or similar social support programs.
3. Demonstrated experience in the delivery of In-Home Support programs and practices.
4. Highly developed interpersonal skills including excellent written and oral communications skills.
5. Demonstrated strategic planning, organisation, and time management skills, with the ability to use data for continuous program optimisation.

Physical Requirements

POSITION TITLE: Supported Playgroup Facilitator

LOCATION/DEPARTMENT: Health and Family Services

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Occasional squatting/ kneeling at table	Up to 5 times a day for up to 30 minutes		
Hand/Arm Movement Tasks involve use of hand/arms		Up to 2 hours per day		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Group Set- up and pack up.	Daily - 5 times per week		
Standing Tasks involve standing in an upright position	Constant standing and intervals			

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
Reaching Tasks involve reaching above head, and above or equal to shoulder height	Reaching for storage cupboards and book shelves	Occasionally, once per shift		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Pushing trolley Supplies on variable levels (including stairs) Walking on slopes	Occasionally, up to 5 times per shift		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Home visits – Playgroup setups	Light weight items		
	Moving chairs for group set up and pack up	15 minutes daily – 5 times per week		
	Assisting clients with equipment and moving objects.	Often during groups.		

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Assessor Use Only: Can candidate perform demand (Y/N)?	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Pushing trolley with supplies on various levels below waist height	Occasionally, once per month		
Keyboard Duties Tasks involve sitting at workstation and using computer.	Report writing/ case notes	(Can be up to 4 hours)		
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Required		

Any other relevant comments: