



Position Description

Position title:	Parenting PEPE Facilitator
Support Function:	Operations
Reports to:	Community Support Team Leader – Parenting Programs
Last review date:	2020

“In the first 1000 days we make the difference of a lifetime”

Plunket Strategy

The Plunket Strategy 2016-2021 is focused on making a difference for New Zealand children and whānau in their first 1000 days of life. To achieve this vision, we aim to be a cohesive and great national organisation grounded in evidence and best practice, with the needs of New Zealand families and whānau at the very centre of everything we do.

Overview of Operations

This role is part of the Operations team which delivers Plunket services to whanau right across New Zealand. As a member of the Operations team, which includes all of our volunteers and volunteer services, you will help families and whanau to reach their goals and contribute to national and local initiatives that improve the way we do things at Plunket. We want to make sure we're here to support families and whanau for another 100 years.

Operations team members are One Team who are skilled and passionate, who innovate to improve, who seek new ways of funding our free services and who partner with others who deliver services to families and whanau to make sure that every child in Aotearoa New Zealand has the chance to be the best they can be.

Purpose of position

To promote and facilitate the delivery of group parenting education in consultation with local Plunket staff and volunteers under the Plunket umbrella using the PEPE education package.

Dimensions of the position

Responsible to:	Community Support Team Leader – Parenting Programs
Responsible for:	Facilitating the Plunket Parenting Education Programme (PEPE).
Delegations:	The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.
Functional relationships:	<i>To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:</i>

Internal

- Community Development Manager
- Community Support Team Leader – Parenting Programs
- Parenting Coordinator
- Parenting Facilitators
- Community Services Coordinators
- Clinical Leaders
- Staff and Volunteers

Key accountabilities

Business as Usual:

- Liaise with PEPE/Parenting Coordinator to organise parenting education schedules
- Using resources provided, plan and facilitate sessions that make up a parenting course or one off session.
- Advocates the use of positive parenting messages with whānau and community.
- Work within the guidelines set out in the Standards of Practice for Facilitators of Client Groups and Plunket policies
- Ensure all course paperwork is completed and sent to the Area designated person in a timely manner
- Complete all administrative tasks in a competent and timely manner
- Assist with promotion of Plunket programmes and services such as playgroups and volunteering opportunities
- Facilitate parents to meet after the conclusion of programme as relevant

Leadership:

- Capably translates high level strategies into practical implementation strategies
- Demonstrate organisational leadership by being a positive agent of change, actively embracing One Plunket principles and role modelling behaviours that support the desired culture and ways of working
- Capably makes decisions in a timely and responsive way
- Establishes clear expectations, monitors performance and gives feedback
- Ably directs and guides people and processes with or without formal authority
- Participate in working groups and projects as appropriate
- Lead the team, contributing to the team goals and assisting others to meet the teams goals
- Quickly establish credibility and working relationships to be an effective coach of managers

Relationship Management:

- Able to have difficult conversations, and challenging thinking and behaviours in a respectful manner so as to get the right outcome for the organisation, while also maintaining the relationship
- Work as an active member of cross functional teams to bring their expertise and experience to organisational problems, and thus develop long term solutions that are outcomes focused
- Build and maintain a wide range of connections, both internal and external, and looks for opportunities to facilitate connections between others
- Seek feedback about the service they provide and self-reflect on ways to improve

Health & Safety

- Manages own personal health and safety, and takes appropriate action to deal with workplace hazards, accidents and incidents
- Ensures own and others' safety at all times and observes health and safety practices in all workplace activities
- Understands the responsibility individuals and their manager play in health and safety; training is up-to-date and can demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individual safe
- Complies with relevant safety legislation, policies, procedures, safe systems of work and event reporting
- Identifies and reports all incidents, accidents, and near misses in accordance with policy

Position description and scope of duties

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be from time to time assigned following consultation.

Once appointed a programme of work will be developed with the appointee that will set out the specific tasks and time frames to achieve the key deliverables for this position. Progress will be monitored through Plunket's Performance and development programmes.

Person Specification

Experience, knowledge and skills (including Technical Competencies)

Knowledge

- knowledge of group dynamics
- knowledge of local parenting resources and support groups

Skills

- Excellent communication skills (listening techniques, questioning techniques, non-verbal communication)
- Able to work respectfully with the wide range of parenting values, beliefs and practices
- Able to communicate clearly, making use of different communication channels
- Able to self-manage, and have the flexibility to respond to and prioritise work as required
- Be proactive and willing to seek wider input from available collective experience and skills
- Able to engage and think at a broad level to explore and understand trends, opportunities and risks

Experience (including Technical Competencies)

- Facilitation experience and knowledge of group dynamics
- An understanding of childhood development and behaviour
- Experience working with parents from a wide range of backgrounds
- An understanding and commitment to The Treaty of Waitangi
- Relationship building experience both within organisations and collaborative
- A focus on quality, continuous improvement and excellence

Other

- Culturally sensitive and have a commitment to the Treaty of Waitangi
- Sensitivity and ability to interact with parents of many ethnic /socioeconomic backgrounds
- A supportive and non-judgemental attitude
- An approach that maintains objectivity
- Ensure relevant Plunket Trust policies and standards are followed

Competencies

ACE-Ability

Plunket's behavioural competency model is made up of three dimensions of personal behaviour - Connection to Plunket, Adaptability and Emotional Maturity.

Adaptability

Thinking

- Is comfortable with complexity - understands alternative worldviews
- Can see beyond face value to identify new, sustainable opportunities
- Keeps perspective and is pragmatic and solutions focused
- Able to accept and work with ambiguity and change

Interpersonal

- Is committed and capable of expanding professional/social networks
- Is strong enough to confront and deal with difficult people/issues
- A self-starter who can support and motivate key managers and staff

Connection to Plunket's Direction

- Has a high level of energy and commitment to achieving Plunket's vision
- Has a broad range of engagement
- Is committed to adapting and improving their own practice
- Is committed to growing the business and developing relationships

Emotional Maturity

- Is non-reactive and objective and maintains a high level of integrity
- Understands the degree of influence in their role
- Understands own limitations