

Position Description



Family and Communities Educator

Program	Centacare South West NSW
Location	Onsite
Employment Type	
Classification	Social, Community, Home Care and Disability Services Industry Award
Travel Required	As required

About Centacare South West NSW

We are a Catholic Social Service agency of the Diocese of Wagga Wagga, and we exist to make a positive difference in people's lives. Our Vision is to empower communities, children, individuals, and families to create change for the better. We do this by creating thriving, resilient, and connected communities.

Our Objectives:

- Community needs are at the heart of everything we do.
- We are a recognised and trusted brand, and a provider of choice for our communities.
- We demonstrate organisational sustainability.
- We foster our Catholic Identity.

Organisational Context

We are a member of the wider network of Catholic social service organisation across Australia, known as Catholic Social Services Australia. We are a not for profit, non- government organisation that has been providing professional services to individuals and families since 1991.

We act on behalf of the Diocese to alleviate disadvantage through the provision of services to children, young people, individuals, families, and communities in the Diocese. Centacare is committed to the safety of all Children we service and is compliant with the Child Safety Standards.

Position Purpose

Located in Albury NSW, the Family and Communities Educator delivers Children and Parenting Services, supporting families to strengthen the wellbeing of children and young people, enhance overall family functioning, and increase the participation of vulnerable individuals within their communities.

Centacare focuses on implementing prevention and early-intervention programs for children aged 0–12 years, and in some cases young people 12–18 years, along with their families.

Centacare will provide:

1. Child-focused small-group parenting programs to build parenting skills and confidence.
2. Parenting education, tailored to the needs of vulnerable and at-risk families experiencing complex challenges.
3. Direct support to children and young people, delivered in partnership with schools and local services.

Position Details

Reports to	Education Manager- Albury and communities
Direct Reports	NIL
Division	Family and Community Services
Requirements	<ul style="list-style-type: none"> • National Criminal History Check • Working with Children Check • Possess an unencumbered driver's license

Relationships

External	<ul style="list-style-type: none"> • Local schools and community organisers • NSW State Government Funded Bodies • Other local Non-Government Agencies • Local government and service providers
Works Closely with	<ul style="list-style-type: none"> • Centacare South West NSW staff

Skills & Responsibilities

These Key Accountabilities align with Centacare SW NSW's strategic and operational goals.

Skills & Responsibilities	Key Performance Indicators
Client Support	
<ul style="list-style-type: none"> • Facilitate forums with families and local services. • Provide information and referrals for families in need • Facilitate community support groups by coordinating sessions, encouraging participation, and creating a safe and inclusive environment where individuals can share experiences, build connections, and access relevant information and resources • Deliver child focused small group parenting programs • Provide individualised tailored in-home and outreach parenting education • Ensure case management processes are structured, consistent, and responsive, enabling the delivery of effective and efficient services that meet the needs of children and families • Provide direct support to children and young people, offering guidance, practical assistance, and age-appropriate interventions that promote their safety, wellbeing, and development • Strong database skills, together with the ability to learn new software and programs as required 	

Service Quality	
<ul style="list-style-type: none"> • Conduct a needs analysis through community consultation to ensure the service delivers parenting programs informed by best-practice evidence and designed for clearly identified target populations • Establish and maintain specific, well-defined linkages within local networks, ensuring active two-way referrals to strengthen partnerships and improve access to services • Collaborate with Centacare’s local networks of services regarding the delivery of parenting programs • Develop and contribute to community events that ensure parents and children have increased connections and social networks • Assure the administrative standards, practices and processes are maintained in accordance with the Legislation and those of Centacare • Maintain professional records and accurate statistical data in accordance with Centacare standards of practice and RBA framework • Monitor, Review and evaluate client outcomes • Participate in team and group/peer supervision activities 	
Skills & Responsibilities	Key Performance Indicators
Health & Safety	
<ul style="list-style-type: none"> • Adhere and contribute to Work Health and Safety (WHS) by complying with the Work Health Safety Act 2011, and the organisations WHS management system • Ensure office-based culture is a positive, respectful and cohesive environment 	
Quality Assurance	
<ul style="list-style-type: none"> • Provide statistical reports and information to Centacare South West NSW executives as required. • Contribute to continuous improvement processes and adhere to Quality Assurance policies and organisational operational plan • Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards • Safeguard all personal, family, and community information collected through service delivery, in compliance with legal and organisational confidentiality standards • Engage with audits, training and quality reviews to ensure program delivery meets Centacare’s standards, contractual obligations 	
Human Resources	
<ul style="list-style-type: none"> • Undertake appropriate supervision on a regular basis and relevant team or peer support activities. • Promote staff and student welfare and wellbeing while and ensure that this is communicated with Centre Manager around additional supports. • Participate in professional development and Agency activities as negotiated with the education manager • Undertake any other duties as requested by the Education Manager. 	

Selection Criteria

Essential Requirements:

- Hold a relevant tertiary qualification in early Childhood Education, Community Services/Health, Social Sciences, or a related field, and demonstrate experience in designing and delivering group education or psychoeducational programs for children, adolescents, individuals and families, including businesses and organisations such as schools, early learning education centres and other organisations.
- Proven ability to develop and deliver inclusive, strengths-based programs in community or educational settings, including tailored resources and workshops for diverse groups (e.g. children, youth, families, and NDIS participants).
- Demonstrated experience in outreach and community engagement, including building interagency relationships and delivering programs in school, community, or family support contexts..
- Demonstrated experience delivering evidence-based group work and the ability to apply that to a variety of contexts.
- Ability to supervise and support university students on placement, providing guidance and feedback aligned with Centacare's values and service delivery model
- Demonstrated high level of interpersonal skills with a proven ability to participate in a collaborative and supportive manner, and the capacity to work both independently and as part of a team.
- Sensitivity to the needs of people with special needs including Aboriginal and Torres Strait Islander people, Cultural and Linguistically Diverse clients, and the disabled and disadvantaged.

Centacare South West NSW Values

 <p>Courage</p>	<p>We are a strong and sustainable service, with good operational performance to ensure we can meet community needs now and into the future. By maintaining governance and performance frameworks that promote quality services and a professional and skilled workforce.</p>
 <p>Respect</p>	<p>Along with our engaged staff who are leading brand ambassadors for Centacare we will strengthen our community insight through consumer and carer consultation.</p>
 <p>Compassion</p>	<p>Community needs are at the heart of everything we do. We are a leading social service agency providing quality services to the vulnerable, continually increasing services to meet the growing needs of our communities.</p>
 <p>Excellence</p>	<p>We are a centre of excellence. We are innovative and adaptable. We have high standards and ensure best practice approach to our service.</p>
 <p>Team</p>	<p>We are a team. We build a positive team spirit. We watch out for each other. We support each other and we celebrate success. As a team, we make a difference.</p>
 <p>Faith</p>	<p>As a Catholic Social Service Agency, we are proud of our heritage, spirituality, vocation, and whole-person care. We embed Catholic Social Teaching and social justice which guides our work and provides the foundation for our values. By working with the whole person, as an individual, as a family, as a community and as a unique spiritual being.</p>

Centacare South West NSW is committed to ensure our organisation upholds the Safety of all children and young people and their right to be safe. We are compliant with the recommendations of the Office of Children's Guardian.

Reviewer	CEO	Version:	April 2025
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