

Position Description

Position Title	State Program & Engagement Coordinator		
Location	Parramatta (NSW)	Reports to	Practice Manager
Employment Term	Permanent	Employment Type	Full time
Hours of Work	38 hours per week	Classification	SCHADS Award level 5

Purpose of the position

CREATE Foundation is a systems advocate and national consumer body representing children and young people with an out-of-home care experience. CREATE is an organisation that is mission driven, adaptive, and creative in responding to the emergent needs and aspirations of children and young people.

The State Program and Engagement Coordinator is responsible for leading the coordination and delivery of CREATE's state-based programs and engagement activities, ensuring children and young people with a care experience are supported to connect, participate and have their voices heard in safe and culturally appropriate ways.

Working collaboratively within the State Programs team, the role provides leadership to state staff, oversees program quality and risk management, and works closely with internal teams and sector partners to deliver trauma-informed programs aligned with CREATE's strategic priorities. The position requires strong judgement, leadership capability and a sound understanding of child safety, trauma-informed practice and the out-of-home care sector.

Key responsibilities

Program Coordination and Delivery

- Oversee the planning, coordination and delivery of state programs and activities in line with organisational frameworks, Action Plans, and child safety requirements, ensuring quality, consistency and continuous improvement.
- Contribute to program review processes by providing operational feedback and ensuring the voice of children and young people informs continuous improvement.
- Work in partnership with the Advocacy team to support consultation activities and engagement opportunities that enable children and young people's voices to inform advocacy and system change.

Leadership

- Lead risk management processes for program delivery, office operations and workplace health and safety.
- Provide leadership, supervision and support to direct reports to achieve organisational goals, key performance indicators and quality standards.

- Set priorities and monitor workflows within the state team to support effective delivery of programs, engagement and reporting requirements.
- Work collaboratively with the Finance, Business Administration and Human Resources teams to ensure compliance with policies, procedures and acquittal requirements.
- Contribute operational insight and advice to Service Agreement negotiation and review processes, supporting senior management in these activities as required.

Relationship Management and Engagement

- Develop and maintain culturally safe, respectful and appropriate relationships with children and young people through face-to-face engagement and digital communication channels.
- Communicate clearly and respectfully with children and young people to support their connection to CREATE and participation in meaningful engagement opportunities.
- Proactively identify and support opportunities for children and young people to participate in state and national advocacy activities, including presentations, meetings, panels and consultations.
- Actively engage with the out-of-home care sector, including government, NGOs and caseworkers, to promote clubCREATE membership, support engagement and maintain accurate contact information.
- Maintain strong sector relationships and provide relevant insights and feedback to the Advocacy team to inform advocacy priorities.
- Work collaboratively with CREATE colleagues to support consistent program delivery, shared learning, and cross-team initiatives.

Data and Reporting

- Ensure accurate data collection, record-keeping and reporting across program delivery, engagement, and participation activities.
- Oversee data quality and integrity, including database maintenance, data cleansing and return-to-sender processes, in collaboration with state-based and national teams.
- Ensure contact and participation records for children and young people are maintained to support effective communication, engagement and reporting requirements.

Organisational Citizenship and Compliance

- Demonstrate a strong commitment to CREATE's Mission, Vision and Core Principles in all aspects of the role.
- Operate in line with organisational policies, procedures, and practice guides.
- Adhere to National Child Safe Standards and apply a trauma-informed, culturally safe approach at all times.
- Maintain high standards of confidentiality, professionalism and integrity in all interactions.
- Contribute positively to team culture and a safe, inclusive working environment.
- Undertake other reasonable duties consistent with the scope and responsibilities of the role.

Key Relationships

Internal

- Reports to Practice Manager
- Provides leadership and supervision to state-based programs staff, including Program Facilitators and Engagement and Administration roles
- Collaborates with the State Advocacy Lead, and the broader advocacy team
- Collaborates with the CREATE National team



External

- Children and young people with a care experience
- Government Departments responsible for child safety and protection
- Out-of-Home care sector partners and agencies
- Suppliers and contractors as relevant to the role

Key Result Areas

Program Quality and Delivery

- State programs and engagement activities are delivered safely, consistently and in line with organisational frameworks, Action Plans and CREATE policies and procedures.
- Program review and evaluation processes demonstrate that feedback from children and young people informs continuous improvement.

Risk, Safety and Compliance

- Program, individual and workplace risk assessments are current, comprehensive and effectively implemented in practice.
- All program and engagement activities consistently meet National Child Safe Standards and organisational child safety requirements.

Leadership and Team Performance

- State-based staff are effectively supervised, supported and clear on expectations, with performance aligned to organisational goals, values and quality standards.
- Team workflows and priorities are managed effectively to meet program delivery, engagement and reporting requirements.

Engagement and Voice

- High levels of participation and engagement by children and young people across state-based programs, events and consultation activities.
- Children and young people are supported to participate in meaningful state and national advocacy opportunities, including Youth Advisory Groups, consultations and representative activities.

Sector Relationships and Advocacy Support

- Strong, collaborative relationships are maintained with out-of-home care sector stakeholders to support engagement, advocacy and accurate information sharing.
- Engagement and consultation insights are effectively communicated to the Advocacy team to inform advocacy priorities and system change efforts.

Data, Reporting and Accountability

- Program, engagement and participation data is accurate, current and reported in line with organisational and funding requirements.
- clubCREATE records and contact information are maintained to support effective communication, reporting and engagement.

Culture and Organisational Contribution

- The role contributes positively to CREATE's organisational culture, values and reputation through professional, ethical and collaborative practice.



Skills and Knowledge

- Sound knowledge of trauma-informed practice, child development and the issues affecting children and young people with a care experience, including those in out-of-home care.
- Strong understanding of the National Principles for Child Safe Organisations and the application of risk management principles within community and youth services settings.
- Demonstrated ability to exercise sound judgement, initiative and professional discretion, including where procedures or direction are not clearly defined.
- Well-developed leadership, communication and stakeholder engagement skills, with the ability to build effective relationships across teams and the out-of-home care sector.
- Strong organisational and coordination skills, including the ability to plan, prioritise and oversee multiple workstreams to achieve agreed outcomes.
- Working knowledge of data systems, reporting tools and organisational processes relevant to program delivery, evaluation and accountability.

Qualifications, Licences and Experience

Essential

- Relevant tertiary qualifications in Social Science, Human Services, Psychology, Sociology, Communications, Event Management or a related field, combined with relevant experience, or an equivalent combination of qualifications, training and substantial experience performing a similar role.
- Demonstrated experience in program coordination, engagement or service delivery within a community, youth or social services context.
- Experience supervising or supporting staff and contributing to the delivery of organisational or program objectives.
- Current Working with Children Check (or state/territory equivalent)
- Current drivers' licence.
- Full working rights within Australia.

Desirable

- Experience working with children and young people, particularly those with a care experience or from vulnerable backgrounds.
- Experience contributing to consultation, engagement or advocacy activities within the out-of-home care sector.
- Experience working within funded programs or environments with reporting and compliance requirements.

Competencies

- Ability to undertake a range of functions requiring the application of a high level of knowledge and skills to achieve outcomes aligned with the organisation's goals.
- Ability to work under general direction, adhering to established work practices while exercising initiative and sound judgement where practices or direction are not clearly defined.
- Demonstrated capacity to contribute insight and expertise to the development and continuous improvement of organisational programs and procedures.
- Ability to provide leadership and supervision to staff and/or volunteers, including work that may span more than one discipline.
- Ability to contribute to, and where required assist with, the preparation and management of organisational or program budgets.
- Ability to provide expert advice and guidance to employees classified at lower levels and to volunteers.

- Demonstrated application of knowledge gained through relevant qualifications and/or previous experience to support effective decision-making and problem-solving.
- Ability to set priorities, establish work programs and monitor workflows within areas of responsibility to ensure effective delivery of outcomes.
- Strong planning, organisational and interpersonal skills, including the ability to plan and organise own work and that of lower classified staff and/or volunteers, and to gain the cooperation of clients, colleagues and stakeholders.
- Where responsible for projects and/or functions, the ability to establish clear outcomes and deliver results that support organisational objectives.

Extent of Authority

- Works under general direction from the Practice Manager and exercises a high degree of autonomy in the day-to-day management of state-based programs and engagement activities.
- Holds responsibility for planning, coordinating and overseeing state programs and projects in line with organisational frameworks and approved Action Plans.
- Sets priorities, establishes workflows and monitors performance for direct reports within the state team.
- Exercises professional judgement and initiative where procedures or direction are not clearly defined, seeking guidance where required.
- Operates within documented organisational policies, guidelines and delegated authorities.

Selection Criteria

1. **Demonstrated experience leading or coordinating community, youth or social service programs**, including planning, delivery, evaluation and continuous improvement within a funded or compliance-based environment.
2. **Demonstrated leadership capability**, including experience supervising or supporting staff, setting priorities, managing workflows and contributing to the achievement of organisational goals and quality standards.
3. **Sound understanding of trauma-informed practice, child development and the National Principles for Child Safe Organisations**, with the ability to apply these principles to program delivery, engagement and risk management in practice.
4. **Strong engagement and communication skills**, with demonstrated ability to build culturally safe, respectful relationships with children and young people, including those with a care experience, and to support their meaningful participation and voice.
5. **Demonstrated experience working collaboratively with sector stakeholders**, including government and non-government organisations, and contributing insights that inform advocacy, consultation or system improvement activities.
6. **Strong organisational, judgement and problem-solving skills**, including the ability to manage competing priorities, exercise initiative where direction is not clearly defined, and ensure accurate data collection, reporting and accountability.

CREATE recognises that the relevant skills, knowledge and capability for this role may be gained through lived experience, cultural knowledge, community involvement and non-formal pathways, and encourages applicants to outline these in against the selection criteria where relevant.



Commitment to inclusion and cultural knowledge

CREATE Foundation strongly encourages applications from Aboriginal and Torres Strait Islander peoples.

We recognise the deep value of cultural knowledge, lived experience and community connection, particularly in roles that support children and young people with a care experience. Cultural knowledge and lived experience are highly valued by CREATE and will be considered alongside formal qualifications and work experience.

If you believe you can contribute to this role through your cultural knowledge, lived experience or community connection, we encourage you to apply, even if you do not meet every qualification or experience requirement listed.

Why work with us?

We don't just talk about making a difference - we live it. Our team is:

- purpose-driven
- passionate
- and we value collaboration

We know that great work happens when people feel supported, included, and inspired. That's why we invest in our people and create a workplace where everyone can thrive.

For more information on joining the CREATE team, including salary packaging, additional leave and other perks, visit <https://create.org.au/join-our-team/>

About us

CREATE Foundation is the national consumer body for children and young people with an out-of-home care experience. We support children and young people from 0-25 who are currently in, or have experience in foster care, kinship care, permanent care or residential care.

Our Vision: That all children and young people with a care experience reach their full potential.

Our Mission: To create a better life for children and young people in care.

To do this we

Connect children and young people to each other, CREATE and their community

Empower children and young people to build self-confidence, self-esteem, and skills that enable them to have a voice and be heard

Change the systems impacting children and young people, in consultation with them, through advocacy to improve policies, practices and services and increase community awareness.

If you have questions about this role or the application process, please email hr@create.org.au, or call our People and Culture Manager on 0484 911 009