



## Job Description & Selection Criteria

- POSITION TITLE:** Bilingual Facilitator – Living Better with COVID-19 @home Program (several positions)
- TERM:** This is a casual position and hours vary depending on the number of program bookings between July-December 2022
- ACCOUNTABILITY:** This position is accountable to the Project Coordinator – Living Better with COVID-19 @home and through this position to the Health and Disability Unit Manager and ultimately to the Chief Executive Officer (Refer to the Organisational Chart).

### 1. Background

Arab Council Australia (Council) is currently implementing a project called **Living better with COVID-19 @home** to empower the community to be prepared for COVID-19 and manage COVID-19 in a safe way. The project is funded by Multicultural NSW under their Innovation Fund Program and will be delivered in the Greater Western Sydney areas. The project has developed a Living better with COVID-19 @ home Program aiming to reach at least 150 community members by the end of 2022.

### 2. LIVING BETTER WITH COVID-19 @home Program

The Program was co-designed with Western Sydney University and the community and will be delivered in both Arabic and English (depending on language preference of the groups). It aims to:

- Raise the level of awareness about COVID-19;
- Equip the community with tools and information needed to prepare for a COVID-19 outbreak within the home and community;
- Provide an opportunity for people to discuss and plan for COVID-19.

The Program is designed to be delivered over a 2-hour community session. It is anticipated that program delivery will commence in July or early August 2022. Dates and locations vary.

### 3. Position Summary

The Bilingual Facilitator will ensure effective and efficient delivery of Living Better with COVID-19 program. Duties of the role include pre-program preparation, program facilitation, stakeholder liaison, administering surveys to participants, evaluation of sessions, continuous improvement and reporting.

In all the ensuing tasks, the Facilitator will:

- Actively support Council's mission, vision and values.

- Consult with other members of the project team where relevant and work under the direction of the line manager on achieving the aims and objectives of the project.
- Work as part of the larger Council team and Comply with all Council's policies, procedures and practice guidelines including Council's Code of Conduct, Privacy and Confidentiality, Conflict of Interest, Risk Management policies and procedures, COVID-19 Safety Plan as well as relevant legislative and funding body requirements.
- Identify, correct and report any unsafe act, condition or behaviour according to Council's policies and procedures.
- Create, maintain, and foster a collegial and safe work environment at all times.
- Ensure own work does not adversely affect any other person.
- Maintain a high level of professional standards.
- Report any injury or incident in accordance with Council's policies and procedures.

#### 4. Expectations from Facilitators

The Facilitator provides leadership within the Living Better at Home with COVID-19 @home program to cohorts of Arabic speaking background people with the view of

- increasing participants understanding about the importance to protect themselves, their family members and the community against COVID-19
- building participants capacity to be able to isolate safely in the event that they contracted COVID-19
- Equip participants with the necessary tools needed to be prepared for COVID-19.

The facilitator will achieve these through dynamic workshop facilitation and activities that are:

- **participative** (experiential exercises and discussions form the main learning activities)
- **reflective, creative and constructive engagement** (participants have the opportunity to think deeply and broadly about their own experiences and perceptions of COVID-19)
- **encouraging and supportive** (create an atmosphere which enables participants to speak openly, without fear of criticism)

The facilitator will be required to attend training before the start of program delivery and will be provided with all relevant program materials including a Facilitator Guide.

#### 5. Key Duties

- 5.1. Attend training prior to the start of the program delivered by the developers of the program.
- 5.2. Undertake preparation prior to each session including program material e.g. handouts, photocopies, checklists, registration sheet, survey questions, evaluation forms, stationery, butcher's papers, slides, name tags etc

- 5.3. Facilitate the program sessions to groups online (if required due to COVID-19) or in a community setting (at a venue of a community organisation in Greater Western Sydney).
- 5.4. Ensure program fidelity by facilitating the session as designed.
- 5.5. Conduct the required work, health and safety checks including the COVID-19 related safety checks prior to the commencement of each session.
- 5.6. Effectively engage participants in workshop content as prescribed under Expectations and in the program manual.
- 5.7. Document any observations post sessions and submit reports to the line manager.
- 5.8. Maintain positive relationships with relevant stakeholders including partner/host organisations and represent Council in a professional manner.
- 5.9. Contribute to the project planning, evaluation, data collection and continuous improvement processes. Specifically, participate in a final evaluation debrief once the program is finished and contribute to a final report with findings if required.
- 5.10. Develop and maintain collaborative and efficient working relationships with other program facilitators and management.
- 5.11. Undertake other tasks as assigned by the line manager and/or as decided by the Chief Executive Officer and the Board.

## **6. Selection Criteria**

- 6.1. Relevant tertiary qualifications or equivalent experience;
- 6.2. Well versed in Arabic language written and spoken and has an understanding of Arabic culture;
- 6.3. Knowledge of health and how the Australian health system works;
- 6.4. Awareness of own attitudes and beliefs regarding different aspects of COVID-19 prevention and management such as vaccination, mask wearing and public health orders;
- 6.5. Experience in delivering health-related training, workshops and/or running consultations with community groups
- 6.6. Experience working with different cultural groups and preferably the Arab Australian community;
- 6.7. Excellent communication and interpersonal skills with individuals, service providers and groups;
- 6.8. Experience in running online sessions via various platforms (Due to COVID-19);
- 6.9. Valid Criminal History clearance i.e. Working with Children and Police Check.
- 6.10. Valid unrestricted Australian Drivers Licence and access to a car.

## **7. Remuneration**

This is a casual position and conditions are as per the modern Social, Community, Home Care and Disability Services Industry Award (SCHCADS).

Rate of pay will be at the SCHCADS Award casual rate of Level 3 up to Pay Point 4 (minimum 3 contract-hours). Employer superannuation contribution also apply.

It is estimated that 3 hours of facilitation and preparation will be required to complete the program with each group.

Facilitators' training session is additional to the above hours and will run between 4-6 hours depending on method of delivery (online or face to face).

## 8. Location

Council's office will be main location where Facilitators' training session and pre-program preparation will take place:

- ❑ Suite 2, Level 2, 44-46 Mandarin Street  
Fairfield East NSW 2165

Location for delivering the program sessions will vary and will be held either at a particular venue or online.

- ❑ **Venue:** Varies – at a pre-arranged venue (commonly, a community organisation's venue) located in either Bankstown or Liverpool LGAs.
- ❑ **Online:** due to the COVID-19 pandemic and consequent restrictions, some sessions may be held online via Council's web-conferencing platform.

## 9. How to apply

If you have the relevant experience and are passionate and dedicated to promoting gender equality, please send through your CV and expression of interest addressing the above selection criteria by the closing date of **Wednesday 27th July 2022** to:

The Chief Executive Officer  
Arab Council Australia Inc.  
email: [info@arabcouncil.org.au](mailto:info@arabcouncil.org.au)

For more information contact the Health and Disability Unit Manager, Hala Alduleimi, phone: (02) 9709 4333 or 0433 816 964, email [hala@arabcouncil.org.au](mailto:hala@arabcouncil.org.au)