**Best Start Facilitator**

**\*\*Sample Position Description Only\*\***

**Overview of the Best Start Program**

Best Start is a prevention and early intervention program that aims to improve the health, development, learning and wellbeing of all Victorian children from birth through to transition to school.

The Best Start program operates in 30 locations across Victoria. There are 24 mainstream sites and six Aboriginal Best Start sites in rural and metropolitan locations.

It is based on formal partnerships of local agencies and service providers to improve the outcomes for children.

This localised, targeted way of finding solutions to problems faced by families has been shown to be extremely effective. Efforts are focused on boosting children’s participation in the programs we know have the best results for setting them up for success, such as kindergarten and maternal and child health (MCH) services. The program also puts in place prevention strategies, such as providing referral pathways when targeted supports are required.

**Role purpose**

The Best Start Facilitator facilitates and builds effective working relationships between a range of senior cross government and community sector partners to secure the delivery of identified work priorities.

Facilitator responsibilities include, but are not limited to:

* engaging and networking effectively with Aboriginal and mainstream services. Facilitators build relationships, gain commitment from partners and work to keep commitment levels high
* the review of data, evidence and local knowledge with the partnership to identify community needs and develop an annual logic model with strategies and measurable targets to address those needs
* ensuring community feedback is sought in relation to guiding improvement of the service system
* coaching partner organisations to use an improvement approach within their services, including designing, planning and implementing change ideas for testing, and studying the results of the tests
* facilitating partnership and improvement teams’ interpretation of data, and sharing of learnings
* identifying opportunities for improvement
* supporting the Best Start monitoring and reporting framework.

While the facilitator plays a role in developing, monitoring and reporting on strategies, this role is not a service delivery or operational role.

Demonstrated leadership, building relationships, ability to analyse and interpret data and networking skills will be essential to success in this role.

**Key accountabilities of the position**

It is expected that the Best Start Facilitator will:

* Support and facilitate the Best Start Partnership to achieve their stated outcomes for children in greatest need
* Engage and build partnerships with key stakeholders
* Facilitate the review of data, evidence and local knowledge with the Partnership to identify strategies for trial
* Coach partner organisations to embed an improvement approach within their work, guiding the creation of change ideas for testing
* Facilitate the review of the trialled change ideas and the decisions to adopt, abandon or adapt further
* Communicate improvement cycle outcomes, supporting the scale up and replication of strategic actions within and between Best Start sites.

**Example Key Selection Criteria**

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| **Selection Criteria** | |
| **Influence and Negotiation** | * Builds behind-the-scenes support for ideas to ensure buy-in and ownership * Gains agreement to proposals and ideas * Involves experts or third parties to strengthen a case * Uses chains of indirect influence to achieve outcomes |
| **Conceptual and Analytical Ability** | * Deals with concepts and complexity comfortably * Has creative ideas and can project how these can link to innovations * Uses analytical and conceptual skills to reason through problems * Uses analytical skills to identify patterns and trends in community and service data * Has a growth mindset, i.e. open to change, sees failure as opportunity for learning, is curious |
| **Strategic Planning** | * Entertains wide-ranging possibilities in developing a vision for the future * Thinks at the big picture level * Translates strategic direction into day-to-day activities * Works across a number of timeframes |
| **Stakeholder Management** | * Finds innovative solutions to resolve stakeholder issues * Identifies and responds to stakeholder's underlying needs * Identifies issues in common for one or more stakeholders and uses to build mutually beneficial partnerships * Uses understanding of the stakeholder’s organisational context to ensure outcomes are achieved * Demonstrates capacity to facilitate, coach and/or capacity build others |
| **Relationship building** | * Establishes and maintains relationships with people at all levels * Promotes harmony and consensus through diplomatic handling of disagreements * Forges useful partnerships with people across business areas, functions and organisations; builds trust through consistent actions, values and communication; minimises surprises |
| **Problem Solving** | * Analyses issues from different perspectives and draws sound inferences from information available * Identifies and proposes workable solutions to problems * Implements solutions, evaluates effectiveness and adjusts actions as required * Liaises with stakeholders * Seeks all relevant information for problem-solving (e.g. ‘Gets A to show B so B will tell C’) |

**Required skills**

Strong computer and MS Office skills as role requires navigation and coaching on the Best Start portal.

**\*\* Please note the above selection criteria are drawn from the Department of Education and Training’s key selection criteria as a guide.**

**\*\*\* Please note: This is a sample position description only and may be adapted to reflect any additional responsibilities and relevant local needs that the incumbent may require. The above information is the anticipated role and responsibilities that a Best Start Facilitator would undertake and skill level/job experience they may have to perform in the role.**

**Suggestion:**

For Aboriginal Best Start Facilitator roles, or instances where an Aboriginal community engagement role is employed as part of Best Start funding, recommend inclusion of a VACSAL representative on interview panel.