

## Position Description

### Family Mentor

Department: Therapy & Family Services

Reports to: Coordinator, Family Services

Location: Family settings in NSW & QLD

#### POSITION PURPOSE:

The purpose of the Deaf Facilitator role is to respond to social, behavioural, cultural and language needs of deaf children (aged 0-8) and their families in natural family and community contexts through a Deaf Person.

The Family Mentor gives families contact with a positive Deaf Role model as early as possible in the life of a deaf child in a family setting. The Family Mentor's role is to provide the family with deaf awareness, a social and cultural model, and with the direct lived experience of navigating the world as a deaf person. The Family Mentor's role is to model visual communication, Australian Sign Language (Auslan), and strategies for communication between parent and child.

The Family Mentor is expected to work flexibly within family settings, and collaborate as appropriate with others who form the village of support, such as therapists and teachers.

#### POSITION – KEY RESULT AREAS

ACCOUNTABILITY			
Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]

#### Engagement and Interaction

The Family Mentor will engage in the below tasks:

[1]

- Interact with the families and children in a manner that considers the needs of the child/family first.
- Ensure that families have unbiased access to the full range of communication possibilities for a deaf child, and illustrate that there are many ways of being deaf.
- Participate in sessions of family life to empower families with a deaf perspective and with deaf tools to navigate life.
- Provide visual communication tools and strategies in a responsive way within real life settings such as play, meal preparation, and conflict resolution.
- Nurture first language acquisition by providing rich linguistic landscape with Auslan
- Encourage development of Theory of Mind through play and activities.
- Nurture parenting confidence.
- Auslan storytelling.
- Collaborate with therapists and teachers to understand the language priorities and goals and needs for individual children.
- Be a good role model for the Deaf community and its culture; provide knowledge of deaf history and deaf achievements.
- Maintain confidentiality and professional ethics.

### Information Management and Communication

- Contribute to the establishment and maintenance of effective parent-professional partnerships to optimise child and family outcomes. [1]
- Contribute to the development of service policies and procedures as required. [1]
- Timely follow up of allocated tasks, including Cliniko record-keeping [1]
- Interacts professionally with children and their families. [1]

### General

Other duties as directed by the Coordinator, Family Services, and Management.  
 Comply with Deaf Connect policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury.  
 Contribute to the review of workplace health and safety procedures, including investigation of incidents and critical incidents, as well as the management of identified hazards.  
 Contribute to the development and review of Deaf Connect quality management systems.

### DECISION MAKING

#### Decisions

Resource creation for families and children

#### Recommendations

Appropriate for each family/child.

### PRIMARY RELATIONSHIPS

#### Internal

Co-ordinator, Family Services  
 Therapy & Family Services Staff  
 Deaf Connect Staff

#### Purpose / Relationship

Line management, support & Advice  
 Support, Advice, Consultation & Liaison  
 Organisational support and advice

#### External

Children and Families

#### Purpose / Relationship

Support, Advice, Consultation & Liaison

#### Persons/functions that report to this position

Nil

#### Role / Relationship

### KNOWLEDGE AND SKILLS

Requirement for skills / Knowledge in this position

[N] None	[L] Little need	[D] Desirable			
[M] Moderate	[I] Important	[C] Critical			
N	L	D	M	I	C
Innovating				*	
Planning				*	
Organising				*	
Patience & Friendliness					*
Customer/Client Orientation					*
Administration			*		
Auslan					*



Professionalism						*
Acceptance						*
Problem Solving						*
Deciding					*	
Implementing					*	
Communicating						*
Flexibility						*
Consulting						*
Participating						*

**SELECTION CRITERIA**

**Essential**

- Deaf or Hard of Hearing
- Fluent Auslan user
- Well-developed linguistic and cultural experience
- Well-developed interpersonal and communication skills
- Enthusiasm for working with children & adults in a multi-age group family setting
- Current NSW Working With Children Check, or Qld Blue Card Holder
- NDIS Worker Clearance
- Current driver’s license

**Desirable**

- Understanding of early childhood development and first language acquisition

Please sign below your agreement of the above position description

.....  
Print Name

.....  
Signature

.....  
Date