**Role Title:** Captain Starlight – Career Stage 1  
**Functional Area:** Programs

| Role Purpose: | The Captains Program is a professional, leading edge, unique and highly engaging entertainment program that transforms the hospital experience for seriously ill children and their families and positively impacts on their emotional and social well being.  
Captain Starlight is the human face of Starlight’s In-hospital programs and provides age appropriate positive distraction in line with their Career Stage and Starlight’s mission and strategy.  
The role of a Career Stage 1 Captain is to develop an awareness and understanding of how they use their performance skills in the character of Captain Starlight to provide timely, age appropriate entertainment experience for seriously ill children and their families in the hospital environment. |
| Reports to: | Hospital Programs Manager |
| Direct Reports: | Direct: N/A  
Indirect: Volunteers and Interns |
| Key Responsibilities: | Captain Starlight Experience – Positive Distraction – 70% |

- In the character of Captain Starlight and under the guidance and mentorship of a career stage 3 Captain Starlight (where possible), learn and use a variety of performance skills to contribute to the provision of a timely, age, gender and culturally appropriate entertainment experience for hospitalised children and their siblings in the following areas:

  ★ *Starlight Express Room*  
  - Maintain the quality of the Starlight Express Room as a fun and exciting place for children to visit  
  - Ensure age appropriate activities are scheduled daily  
  - Collaborate with other team members/volunteers to provide high quality entertainment  
  - Maintain performance energy levels throughout the day

  ★ *Starlight TV*  
  - Perform live interactive shows on Starlight TV at set times daily and as needed  
  - Present TV shows professionally and regularly.  
  - Ensure shows are properly planned, appropriate
and engaging

- Facilitate volunteer participation in Starlight TV shows

★ **Hospital Ward Program**
- Visit different wards throughout the hospital regularly
- Provide quality entertainment for hospitalised children by utilising a variety of performance skills
- Ensure entertainment is of an excellent standard and is appropriate for each child

★ **Starlight Express Van**
- Deliver timely appropriate entertainment to hospitalised children
- Quality structured engagement with school children

**Program Standards**

- Ensure all equipment is maintained and in working order and the room is sufficiently stocked with supplies
- Complete all administrative tasks as allocated by the Hospital Programs Manager in a professional and timely manner
- Always wear the Captain Starlight costume correctly and maintain the character of Captain Starlight at all times
- Strictly adhere to Starlight’s sign-in procedure
- Keep all working spaces clean and safe at all times
- Recognise and respect hospital protocols, procedure and routines and liaise with hospital staff as appropriate
- Maintain hospital schedules
- Maintain strict personal and professional boundaries
- Embrace the ‘Starlight Way’ and complete all administrative tasks as allocated by the Hospital Programs Manager in a professional and timely manner. This includes completing PMDP’s, logging sick days on ESS etc, and regularly reviewing StarNET.

**Captain Starlight Development – 20%**

- Complete all onboarding programs.
- Participate in Stage 1 Learning & Development as appropriate.
- Seek regular guidance and support from your captain colleagues.
- Be actively involved in briefing/debriefing sessions
and positively contribute to monthly Team Meetings.

- Provide ongoing support and assistance to volunteers and interns.

**Representing Starlight – 10%**

- Be a Starlight Advocate – speak positively about Starlight with all people you interact with and share Starlight stories.
- Assist Starlight in promotion and awareness campaigns through sponsor visits, PR and media activities with corporate partners, potential partners and media in the SER and at events as required
- Assist Hospital Program Manager with the successful management of hospital and community sector events and corporate visits
- Collect stories and photographs in accordance with Starlight's publicity consent guidelines
- Maintain relationships with hospital stakeholders

### Key Performance Indicators (KPI’s):

- Completion of all onboarding programs – Starlight and hospital specific
- Participation in Stage 1 L&D
- Develop skills as a Captain – acquiring and demonstrating Career Stage 1 competencies.
- Respecting peers and developing effective working relationships with the team
- Administrative tasks completed professionally and in the agreed time frame
- Maintenance of productive working relationships with hospital stakeholders
- Promotion of Starlight which reflects the STARS values
- Performance and behaviour consistent with culture and values.

### Major Challenges:

- Learning how to work with seriously ill children in the hospital environment
- Adapting performance expertise to the character of Captain Starlight.
- Taking responsibility for your emotional well being

### Key Contacts / Working Relationships:

**Internal:**
- Captain Starlight’s
- Hospital Programs Manager
- Hospital Programs Coordinator
- National Manager Hospital Programs
- Volunteers and interns

**External:**
- Patients and families in the Starlight Express Room and on the wards.
- Hospital staff
- Corporate and community stakeholders

### Decision Making Authority:

- Nil

### Financial Authority:

- Nil
### Qualifications:

**Essential:** N/A

**Desirable:**
- Arts Degree (Dramatic Art) or similar tertiary qualifications
- Current and valid drivers licence

### Job Specific Skills:

**Essential:**
- Diverse range of entertainment (performance) expertise
- Experience working with children of all ages
- Excellent interpersonal communication and sensitivity
- Ability to work as part of a cohesive team
- Personal effectiveness, honesty and integrity

**Desirable:**
- Balloon making
- Face painting
- Magic
- Singing
- Ability to play a musical instrument

### General skills

- Ability to problem solve and use initiative
- Creativity
- Flexibility
- Honesty and integrity
- Team work
- Enthusiasm

### Starlight Mission Statement:  
To brighten the lives of all seriously ill & hospitalised children & their families across Australia

### STARS Values:

To **Shine** for the children & their families  
To work as a cohesive & caring **Team**  
Take pride in our **Achievements**  
Be **Responsible** for Starlight’s performance  
**Share** ideas, knowledge & experiences