



Program Facilitator - Job Description

POSITION TITLE: Program Facilitator

LOCATION: Coromandel / Hauraki / Piako / Cambridge regions

REPORTS TO: Team Leader

HOURS OF WORK: Variable (Casual employment)

DATE PREPARED: 12th June 2017

CAPS HAURAKI Inc. (Child Abuse Prevention Services):

Mission: To offer support to families/Whanau in Hauraki to enhance their wellbeing by providing social work, education, counselling and advocacy

Vision: A peaceful, safe and secure Hauraki supported and nurtured by the community.

Purpose of Position: To provide Programme Facilitation for CAPS Hauraki Inc. in the Coromandel and Hauraki regions as required.

The key skills required for this role are:

- Facilitation in participative group discussion
- Ability to guide groups to programme outcomes
- Understanding of gendered violence and sexual violence prevention
- Excellent verbal and written communication skills
- The ability to establish and maintain positive working relationships with key stakeholders
- Great classroom leadership
- Excellent time management, computer and organisational skills
- A good sense of humour and commitment to being part of a team!

KEY ACCOUNTABILITIES:	KEY PERFORMANCE INDICATORS:
Provide individual and group education programmes for children, young people and or adults.	<ul style="list-style-type: none"> ➤ Clear and effective facilitation and delivery of the 'Mates and Dates' program and any other program as required by the employer. ➤ Programs are delivered to partner schools and agencies as required in planned locations. ➤ Outcomes of the program/s are achieved using material provided and working at the developmental level of group participants. An excellent knowledge of the topic matter is demonstrated so that group participants are able to interact with the material in a way which is relevant to them while achieving the required outcomes.

- *Organisation, preparedness, punctuality and timeliness are demonstrated in the program delivery and in the organisation for the program. Facilitators are on time, prepared and calm and competent in the delivery of the program and in relationship with stakeholders.*
- *The program is provided to meet the fidelity of the programme and needs of participants.*
- *Co-gendered facilitation models respectful, consensual and equal relationships at all times. Personal biases are identified and managed and the worker critically identifies and manages their own power and privilege.*
- *Safe group environments are established and maintained in group work which allow all people to participate. The style of delivery is adapted to suit the diverse nature of the group keeping in mind the different learning styles, abilities, sexual orientation, cultural and religious values which might be present in the group.*
- *Strong classroom leadership is demonstrated and inappropriate behaviour is managed in a way which preserves the dignity of the participants and reinforces the outcomes of the program.*
- *Personal values and ideas are put aside and the values of the program and CAPS Hauraki are demonstrated at all times.*
- *Sensitivity is shown to the topic matter and a supportive and empathic approach is modelled in facilitation style.*
- *People seeking support or disclosing abuse are supported in a sensitive and appropriate manner following the guidelines of their school so as to establish the safety of the client.*
- *Where it is identified that a child is at risk, the Program Facilitator will inform and consult with CAPS Team Leader regarding appropriate action*
- *Programs will be delivered in a way which is responsive to the state of the group in order to achieve the outcomes of the program/s.*
- *Attitudes and behaviours which are supportive of rape culture are effectively challenged in a way which maintains the mana and integrity of everyone involved.*
- *Confidentiality and discretion is maintained at all times.*
- *Self-awareness, resiliency and personal resourcefulness is displayed and stress is managed so that program delivery is strengths based and positive for all stakeholders and staff.*
- *Programs are as monitored and evaluated for effectiveness and suggestions for improvement are discussed with the Service Leader and promptly acted on.*

<p><i>Evaluation and Administration</i></p>	<ul style="list-style-type: none"> ➤ <i>Participants provide positive feedback about the delivery of the program and demonstrate required outcomes of the program.</i> ➤ <i>Case notes and records are kept in a timely and accurate manner.</i> ➤ <i>Records are kept in accordance with the Privacy Act principles and are recorded in Exess (Client Management System)</i> ➤ <i>Statistical data and reports are provided in a timely and appropriate way</i> ➤ <i>Monitoring, review and evaluation of workload is completed within CAPS policies and procedures</i>
<p><i>To attend regular supervision and to continue professional development through appropriate ongoing training and development opportunities</i></p>	<ul style="list-style-type: none"> ➤ <i>Facilitator is open and willing to reflect on their own practice and to give and receive honest, constructive feedback and support.</i> ➤ <i>Areas for development identified in training and supervision are promptly acted on and implemented.</i> ➤ <i>Team meetings and individual and group supervision are attended and participated in fully.</i> ➤ <i>To prepare for and participate in supervision to enhance and improve practice</i> ➤ <i>Regular supervision will encourage the workers continuing development</i> ➤ <i>The worker will continue to update and improve skills through training and to meet CAPS objectives</i> ➤ <i>Through on going personal development the worker will provide the best possible service to clients</i>
<p><i>Positive engagement with community stakeholders</i></p>	<ul style="list-style-type: none"> ➤ <i>Effective and positive working relationships with key stakeholders</i> ➤ <i>Collaborative relationships with stakeholders are maintained so as to support the delivery of the program.</i> ➤ <i>Clear and respectful communication is demonstrated with participants, team members and community stakeholders at all times.</i>
<p><i>To develop and maintain links with other service providers, statutory agencies and cultural authorities</i></p>	<ul style="list-style-type: none"> ➤ <i>Maintain effective working relationships with others and an up to date knowledge of the sector</i> ➤ <i>CAPS Hauraki profile is maintained and enhanced by demonstrating commitment to our organisational values</i> ➤ <i>Services to clients are provided in a holistic and integrated fashion ensuring the highest standard of work</i>
<p><i>Demonstrate teamwork and interpersonal skills in line with CAPS Hauraki aims and values</i></p>	<ul style="list-style-type: none"> ➤ <i>Systems and support are in place enabling excellent service delivery</i> ➤ <i>Adhere to CAPS Hauraki values and philosophy at all times and ensures other personal and philosophical agenda are suppressed when representing CAPS Hauraki</i> ➤ <i>Ensuring that as a team player, interpersonal and communication skills support a supportive work environment and modelling of effective and healthy relationships.</i> ➤ <i>Problem solving and handling conflict efficiently and effectively in consultation with Service Leader and/or General Manager as appropriate</i>

Complies with all CAPS Hauraki policies and procedures	➤ All policies and procedures are complied with.
Occupational Safety and Health	➤ Demonstrating a personal commitment to Health and Safety in accordance with CAPS Hauraki's Health and Safety Policy. ➤ Taking all practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions.
Values Based Behaviour	➤ The values of the organisation are demonstrated in all aspects of the Social Worker role. ➤ The values of the organisation are evident in the maintenance of day to day relationship with internal and external customers and working partnerships. ➤ Work is undertaken in an honest and open manner ensuring paramountcy of the child. ➤ All casework is to be the highest quality and standard. ➤ All responsibilities are undertaken in a respectful and timely manner. ➤ Clients are encouraged and supported: safety first and safety last
Carries out all agreed and relevant duties as requested by the Employer	➤ Other work is undertaken and completed. ➤ Commitment and flexibility is demonstrated. ➤ The organisation's operations are fully functional, effective and efficient.

INTERNAL/EXTERNAL RELATIONSHIPS:

- CAPS Hauraki Governance, Management and Staff
- Government agencies and local businesses
- Education and Health Services
- Schools and alternative education centres
- Community and Church groups
- Non-governmental organisations
- Hauraki Family Violence Intervention Network staff and governance

PERSON SPECIFICATION:

Knowledge & Experience

- Facilitation in participative group discussion and demonstrated ability to guide groups to programme outcomes
- Understanding of gendered violence and sexual violence prevention
- Experience working with youth especially in classroom environments
- Great classroom leadership
- Experience in acting or presenting material to groups of young people
- Excellent time management, computer and organisational skills
- Knowledge of the Treaty of Waitangi and bi-culturalism
- A clear understanding and adherence to professional boundaries when working with vulnerable clients
- Experience of case management, client file management and report writing

Skills & Abilities

- Ability to inspire and motivate individuals
- Ability to encourage the participation of all types of people
- Excellent verbal and written communication and report writing skills

- *Active, responsive and non-judgemental listening skills*
- *Ability to easily build rapport with young people and school staff*
- *The ability to demonstrate initiative, good judgement and flexibility*
- *Excellent time management and organisational skills*
- *Ability to relate well to a broad range of people from diverse backgrounds and experiences*
- *Strong interpersonal skills including a demonstrated ability to establish and maintain effective relationships with a wide range of stakeholders*
- *Ability to safely receive disclosures of sexual and domestic violence*
- *Ability to work autonomously*
- *Team player*
- *Sensitivity to the 'state' of group participants and ability to tailor material to the group or change the 'state' of the group if needed.*
- *Ability to identify own power and privilege and to modify own behaviour to facilitate equal, respectful and consensual relationships.*
- *Ability to motivate and inspire people*
- *Excellent ability to adapt teaching styles to suit group participants*
- *Ability to be self-reflective and responsive in building a cohesive and constructive team environment.*

Equipment used and/or technology skills etc.

- *Excellent computer skills and knowledge of Microsoft Office software*
- *Ability to utilise email, txt, and other modern forms of communication*
- *Ability to use data show/ projectors*
- *Clear handwriting for whiteboards/ flip charts*
- *Full, current New Zealand driver's licence.*

NOTE: This job description is not intended to be all-inclusive. The employee may at times perform other related duties as negotiated to meet the on-going needs of CAPS Hauraki.

Signed:

Employee

Signed:

Employer

Date:

A job description is intended to give an appreciation of a role, the range of work and responsibilities involved. The job description may be altered or added to from time to time, after discussion between both parties.