



732B Queen Street, PO Box 552, Thames
Phone: 07 868 8644 Fax: 07 868 8685 Email: capsthames@capsharuaki.co.nz

Programme Facilitator - Job Description

POSITION TITLE: Programme Facilitator

LOCATION: Thames/Hauraki

REPORTS TO: Team Leader

HOURS OF WORK: As outlined in letter of offer

DATE PREPARED: September 2023

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 THE POSITION:

To provide Programme Facilitation across a range of CAPS programmes including non-violence and safety programmes for those who experience and/or use violence in a family violence context and other that support the wellbeing of the family and wider community as required. To work as a part of the wider CAPS Team supporting whanau as required.

KEY ACCOUNTABILITIES	KEY PERFORMANCE INDICATORS:
<i>Service delivery:</i> <i>To provide quality, culturally appropriate support to CAPS Hauraki clients</i>	<ul style="list-style-type: none">• Proactive and flexible facilitation and support services are delivered in accordance with current clinical, ethical and professional standards and guidelines and with the degree of professional skill, care and diligence expected of an appropriately qualified/skilled person• Specialist risk assessment, safety planning and a strong focus on the safety of clients, children and their families will be demonstrated.• Clients are responded to warmly and empathically• Clients are supported to make fully informed choices and their decisions are respected• Clients' needs are assessed, plans developed and regularly reviewed in consultation with clients and their family and whanau where appropriate• Risk assessments are completed and safety plans developed as appropriate• Additional client support services are provided based as required to meet diverse client identified need• Issues of risk, particularly those related to children are promptly notified to the Team Leader or General Manager• An advanced understand around the dynamics and impact of family violence and sexual violence is demonstrated• Client exit planning and closure is seen as an integral part of the therapeutic process at which time client goals are evaluated and referrals for alternative support are facilitated

	<ul style="list-style-type: none"> • Professional Boundaries are maintained at all times • Confidentiality is maintained at all times
<i>Effective facilitation of Individual/Group Programmes and meetings</i>	<ul style="list-style-type: none"> • Group and Individual programmes, workshops and other trainings are effectively planned and facilitated • Educational group work is provided in a manner which meets the fidelity of that programme and needs of participants • Programme Facilitator contributes to the development, monitoring, evaluation and quality improvement of programmes. • Flexibility around hours of work are demonstrated to allow some service delivery provision during evenings and/or weekends as required.
<i>Accurate client and statistical records are kept</i>	<ul style="list-style-type: none"> • All client service and programme related administrative requirements will be completed in line with organisational policies, procedures and practise guidelines • Client records are recorded within 24 hours and should be accurate and objective • Client records are kept in accord with Privacy Act principles • Statistical data and reports are provided in a timely and appropriate way • Monitoring, review and evaluation of workload is completed in compliance with CAPS Hauraki policies and procedures • Approved forms, templates, assessment tools and client management systems are utilised to accurately record all required information in line with CAPS Hauraki practise standards • All required forms and reports are completed with a high level of accuracy and submitted within specified time frames
<i>Relationship Management</i>	<ul style="list-style-type: none"> • High priority is given to maintaining positive relationships with all key stakeholders both internal and external to the organisation • All complaints are received in line with the values and policies of CAPS Hauraki. Complaints are notified immediately to Team Leader or General Manager in their absence. • Adhere to CAPS Hauraki values and philosophies at all times. Personal and philosophical agendas are suppressed when representing CAPS Hauraki • CAPS Hauraki services are presented and promoted to client networks, community members and other key stake holders in a positive manner
<i>Teamwork</i>	<ul style="list-style-type: none"> • A team approach is fostered and supported, allowing appropriate sharing of skills, knowledge and information • To work as a part of the wider CAPS team supporting whanau as required. • CAPS Hauraki conflict management strategies and agreements are utilised to effectively manage and resolve issues of conflict within the team • Effective interpersonal and communication skills support a positive work environment • Contribution to the organisation's strategic and business planning is valued and collegial relationships are positive and productive • Adhere to CAPS Hauraki values and philosophy at all times and ensures other personal and philosophical agenda are suppressed when representing CAPS Hauraki

	<ul style="list-style-type: none"> Diversity is valued and supported within CAPS Hauraki
<i>Cultural Appropriateness</i>	<ul style="list-style-type: none"> Services are delivered in a way that recognises, values and embraces cultural difference and diversity CAPS Hauraki policies, procedures, guidelines and values related to the provision of culturally appropriate service delivery are upheld The Programme Facilitator respects individual and cultural diversity recognising in particular needs of Maori. The concept of multi-cultural awareness is a natural extension of these practises
<i>Values Based Behaviour</i>	<ul style="list-style-type: none"> The values of the organisation are demonstrated in all aspects of the Programme Facilitator Role The values of the organisation are evident in the maintenance of day to day relationships with internal and external customers and working partnerships Work is undertaken in an honest and open manner ensuring paramountcy of the child All responsibilities are undertaken in a respectful and timely manner
<i>Professional Development, Supervision and Performance Review</i>	<ul style="list-style-type: none"> The Programme Facilitator enthusiastically takes responsibility for continually growing their skills, knowledge and attitudes which underpin safe and effective service delivery The Programme Facilitator participates in all required professional development and supervision opportunities The Programme Facilitator actively participates in discussions regarding their performance as required by CAPS Hauraki
<i>Complies with all CAPS Hauraki policies and procedures</i>	<ul style="list-style-type: none"> All policies and procedures are complied with
<i>Occupational Safety and Health</i>	<ul style="list-style-type: none"> 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
<i>Carries out all agreed and relevant duties as requested by the Employer</i>	<ul style="list-style-type: none"> Other work is undertaken and completed as requested Commitment and flexibility is demonstrated The organisations operations are fully functional, effective and efficient

INTERNAL/EXTERNAL RELATIONSHIPS:

- CAPS Hauraki Governance, Management and Staff
- Government agencies, banks and local businesses
- Community and Church groups
- Non-governmental organisations
- Hauraki Family Violence Intervention Network staff and governance
- Clients and their family/whanau

PERSON SPECIFICATION:

Knowledge & Experience

- Advanced knowledge of the dynamics of domestic violence, including the gendered nature of violence, the power and control analysis and the impacts of abuse on adult victims/children

- *Skills and passion to deliver Non-Violence and Safety programmes - getting alongside people who have used violence and those who have been victims of violence/abuse*
- *Experience facilitating group programmes (direct experience of delivering non-violence and safety programmes would be an advantage)*
- *Proven ability to assess and manage high risk situations for clients (in collaboration with colleagues) and plan for safety*
- *A relevant qualification in either Social Work, Counselling, Psychology (or similar) and/or extensive previous social service experience*
- *Excellent computer and administration skills*
- *Flexibility to work outside of normal business hours to meet the needs of CAPS clients (i.e. some evening programme delivery).*
- *Knowledge of relevant legislation and policy*
- *Working knowledge of the Treaty of Waitangi and bi-cultural practice*
- *Experience of case management, client file management and report writing.*
- *Facilitation in participative group discussion and demonstrated ability to guide groups to programme outcomes*

Skills & Abilities

- *Strong interpersonal skills including a demonstrated ability to establish and maintain effective relationships with a wide range of stakeholders*
- *A clear understanding and adherence to professional boundaries when working with vulnerable clients*
- *Ability to inspire and motivate individuals to reach their self-determined goals*
- *Active, responsive and non-judgemental listening skills*
- *The ability to demonstrate initiative, good judgement and flexibility*
- *Ability to relate well to a broad range of people from diverse backgrounds and experiences*
- *Ability to hold client preference and wellbeing as central*
- *Ability to safely receive disclosures of sexual and domestic violence*
- *Good self-awareness and self-care skills including recognising and responding to vicarious traumatisation*
- *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*
- *Excellent time management and organisational skills*
- *Excellent verbal and written communication and report writing skills*
- *Ability to work autonomously*
- *Team player*

Equipment used and/or technology skills etc.

- *Excellent computer skills and knowledge of Microsoft Office software*
- *Ability to utilise email, txt, and other 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.

AGREEMENT:

We agree the basis of this positions responsibilities will be in accordance with this position description.

X

DATE: _____

Employee

X

DATE: _____

For the employer