

# Position Description



**Position title:** Program Facilitator  
**Responsible to:** Disability Services Coordinator or nominee

## Our Vision

To be a strong community business expanding opportunities for all.

## Our Mission

To provide opportunities for growth, development, support & security for people with disabilities and their communities.

## Our Values

- Professionalism and Continuous Improvement
- Learning and Development
- Quality and Dedication
- Accountability and Transparency
- Understanding and Compassion
- Creativity and Innovation
- Community Participation and Teamwork

## Disability Service Standards

**RIGHTS** *Purpose:* Each person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community *Practice Requirement 1:* Each person is aware of their rights and can expect to have them respected *Practice Requirement 2:* Service providers are to uphold and promote the legal and human rights of each person.

**PARTICIPATION** *Purpose:* Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose *Practice Requirement 1:* Each person is actively encouraged and supported to participate in their community in ways that are important to them *Practice Requirement 2:* Service providers develop connections with the community to promote opportunities for active and meaningful participation

**INDIVIDUAL OUTCOMES** *Purpose:* Each person is supported to exercise choice and control over the design and delivery of their supports and services *Practice Requirement 1:* Service providers maximise person centred decision making *Practice Requirement 2:* Service providers undertake person centred approaches to planning to enable each person to achieve their individual outcomes.

**FEEDBACK AND COMPLAINTS** *Purpose:* When a person wants to make a complaint, the service provider will make sure the person's views are respected, that they are informed as the complaint is dealt with, and have the opportunity to be involved in the resolution process *Practice Requirement 1:* Each person is treated fairly by the service provider when making a complaint *Practice Requirement 2:* Each person is provided with information and support to make a complaint *Practice Requirement 3:* Each service provider has the capacity and capability to handle and manage complaints.

**SERVICE ACCESS** *Purpose:* Each person has access to information and is assisted to access the supports and services they need to live the life they choose *Practice Requirement 1:* Service providers make available information about their services *Practice Requirement 2:* Service providers have clearly defined processes that enable fair and transparent access to services Service providers work with other organisations to increase each person's support options

**SERVICE MANAGEMENT** *Purpose:* Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support *Practice Requirement 1:* Each person receives quality services which are effectively and efficiently governed *Practice Requirement 2:* Each person receives quality services that are well managed and delivered by skilled staff with the right values, attitudes, goals and experience.

## Position Purpose

The Program Facilitator manages the facilities and ensures a variety of programs and workshops are available to participants daily.

Inherent requirements and responsibilities	Performance Measures (what to do)	Key Performance Indicators (how it may be demonstrated)
<b>Facilitate programs</b>	Facilitate programs or workshops with participants.	Programs and workshops are facilitated effectively.
	Schedule variety of sport, recreation, cultural and other programs activities, facilities and trainers/facilitators as required.	A variety of sport, recreation, cultural and other programs are planned and implemented to meet needs.
	Evaluate the effectiveness of programs and create feedback reports.	Participants are offered evaluation forms and the opportunity to give feedback. Feedback reports shared with the Coordinator.
<b>Research and develop new programs</b>	Assess the program requirements of participants by communicating directly with them and with relevant organisations.	There is evidence that feedback has been sourced from participants and organisations.
	Present new program options to your Coordinator for approval.	The Coordinator received suggestions for new program options to meet participant's needs.
	Research funding sources for project requirements.	The Coordinator receives information about potential funding sources
<b>Marketing and promotion</b>	Create brochures and ensure program and workshop information is available to participants and relevant organisations.	Brochures are created to publicise programs and workshops
	Coordinate a community relations campaign to promote use of facilities.	The facilities are used by other stakeholders.
	Network and maintain positive relationships with relevant organisations and stakeholders.	There is evidence of collaboration and positive feedback from organisations and stakeholders.
<b>General</b>	Receive payments for programs and office hire and liaise with Finance to ensure petty cash and accounts are accurate.	Receipts and accounts are well maintained and accurate.
	Support volunteers and/or work experience students	There is positive feedback from volunteers and work experience students.
	Be responsible for security of the premises	The facility is maintained securely and opened and closed at the designated times.
<b>Be compliant with Work Health and Safety (WHS)</b>	Demonstrate knowledge and understanding of WHS requirements.	Documentation is produced in a timely manner, e.g. incident report forms, hazard notification form.
	Take all reasonable action to protect Multitask assets from damage and or loss.	Compliance policy, procedures and safe working practices are adhered to.
<b>Continuous improvement</b>	Use various tools to improve performance, ability and skill base to support growth and development with individuals and team work.	There is active participation in the supervision, quarterly planning and annual appraisal.
	Use initiative to seek organisational opportunities for departmental area growth.	There is active participation in relevant meetings, training activities etc. evidenced by calendar use.

	Take opportunities to increase skills through identifying relevant training and study opportunities that will contribute to improved organisational outcomes.	Relevant training is identified in both supervision and appraisal documentation and evidence it has been followed through.
	Demonstrate commitment to change management processes.	Organisational changes and sustainable environmental practice is supported.
	Identify and develop project opportunities to address service gaps, implement project work and report on findings and recommendations.	There is evidence through supervision and meetings that gaps are identified and projects developed and undertaken to enhance service delivery.
<b>Be compliant with codes, guidelines, policies and procedures and service standards</b>	Demonstrate knowledge and understanding of codes, guidelines, policies and procedures and Disability Services Standards as amended from time to time.	Codes, guidelines, policies, procedures and Disability Service Standards are adhered to at all times.
<b>Be compliant with Equal Opportunity and relevant legislation and support diversity.</b>	Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; participants, other staff or the community.	Interactions with participants, colleagues and stakeholders are undertaken in a courteous and sensitive manner. Cultural and linguistic diversity is taken into consideration.
		There is positive feedback from others regarding your interactions.
Other duties related to the role as requested by the Disability Services Coordinator or Nominee.		

## Role Criteria

### Qualifications

- Relevant qualifications in the community services sector or relevant experience in program development
- Current valid driving licence

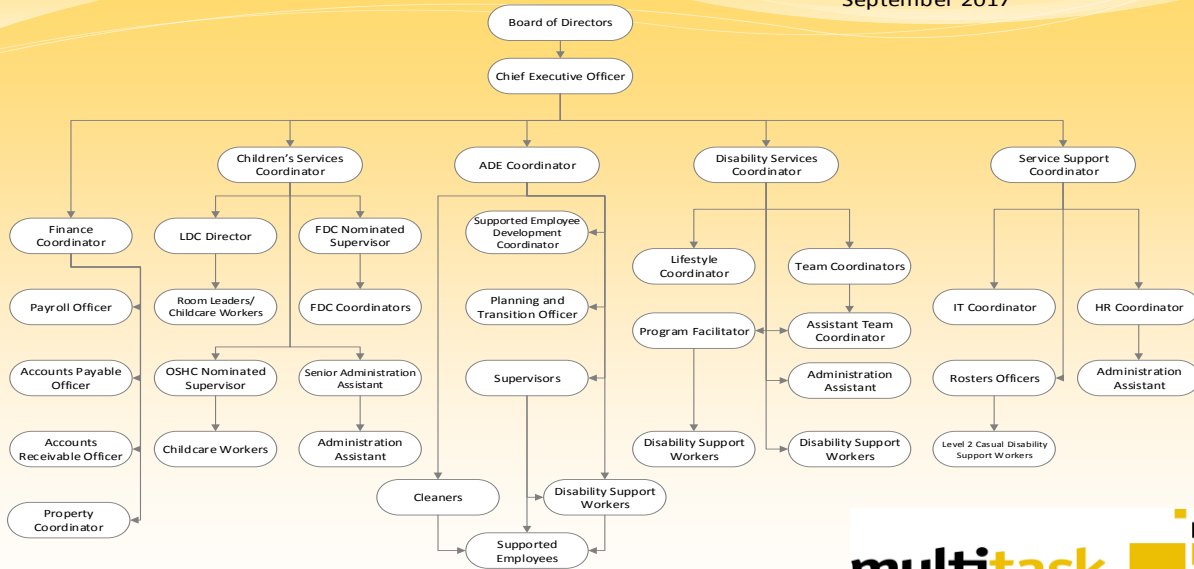
### Professional skills and experience

- Extensive experience and demonstrated achievement in presenting and public speaking
- Demonstrated understanding of current facilitation and training methods
- Knowledge of marketing and promotion and use of social media
- Proven ability in administration and record keeping
- Computer literate: high level of competency with the Microsoft suite and graphics programs
- Thorough understanding and commitment to Disability Services Act and Standards, Work Health and Safety and Equal Opportunity.

### Interpersonal skills and experience

- Demonstrated leadership skills and ability to problem-solve and use initiative.
- Strong communication skills and demonstrated capacity to network with stakeholders
- Ability to work autonomously and utilise time effectively
- A reasonable level of physical fitness, health and resilience to fulfill the demands of the role

Organisational chart  
September 2017



### Variation to Conditions of Employment

These conditions of employment, your duties and your location may be varied by Multitask during the term of your employment. The terms and conditions in this Position Description are to be read in conjunction with the general terms and conditions of employment which form part of your letter of offer.

### Agreement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general terms and conditions of employment and I agree to abide by the terms and conditions stipulated therein.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Please Print)