

Position Description



Position title: Program Facilitator
Responsible to: Program 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

Position Purpose

The role of the Program Facilitator is to provide a point of contact for centre based activities, provide support to participants that is flexible and individualised and ensure a variety of programs and workshops are available to participants daily.

Requirements and Responsibilities	Performance Measures	Key Performance Indicators
Participant Support	Deliver supports that promote, uphold and respect the legal and human rights and is enabled to exercise informed choice and control.	Shift records and participant feedback demonstrate that participants' rights to freedom of expression, self-determination and decision-making are promoted and upheld. Demonstrates working knowledge of Multitask policies and procedures relevant to the human rights of participants.
	Support the individual health and hygiene needs of participants.	Undertakes all required personal care tasks in a person-centred manner that upholds the privacy and dignity of participants.

	<p>Feedback from participant, colleagues, supervisor and other stakeholders indicates health and hygiene of participants is supported to a high standard.</p> <p>Medication is administered in accordance with Multitask policy.</p> <p>All medication incidents are correctly reported.</p> <p>At fault medication incidents are avoided.</p>
<p>Assist participants to increase their independence and develop life skills in accordance with their support guidelines and goals.</p>	<p>Researches, develops and reviews programs, activity plans and support guidelines which support the development of life skills or achievement of participant goals.</p> <p>Accurately follows current support guidelines including externally developed participant support plans.</p> <p>Undertakes reviews of participant plans and documentation in consultation with Coordinators where required.</p> <p>Participants are supported to maintain their independence and undertake all activities of daily living within their capacity.</p> <p>Where required, cleaning, washing or light gardening duties are completed to a high standard.</p>
<p>Thorough knowledge of work activities performed within the workplace.</p>	<p>Performs to an acceptable standard in reliability checks.</p> <p>Demonstrates a thorough understanding of relevant participant support plans.</p>
<p>Utilise a range of specialist communication strategies to maximise participant outcomes.</p>	<p>Demonstrates a familiarity and competency in the individualised communication styles and methods of participants (e.g. Key Word Sign, social stories etc.).</p> <p>Integrates relevant communication strategies with programs to increase effectiveness</p>
<p>Apply computing skills to maintain participant and organisational documentation systems.</p>	<p>Demonstrates computer literacy and completes all required data entry accurately and on time.</p>
<p>Assists with management of participant records.</p>	<p>All relevant participant records are maintained correctly and up to date.</p>

		<p>Archives are maintained according to Multitasks Policy and procedure.</p> <p>Develops and reviews person centred support plans, and risk profiles as directed.</p> <p>Demonstrates judgment, initiative, confidentiality and sensitivity in the performance of administration and reporting duties and consults with senior staff when required</p>
Organisational relationships	Works collaboratively as part of team.	<p>Feedback from colleague's participants and other stakeholders indicates communication is respectful and professional.</p> <p>Uses a variety of communication strategies to ensure information is disseminated among stakeholder.</p> <p>Responds appropriately to directions and feedback.</p> <p>Actively contributes to staff meetings and training as applicable</p> <p>Identifies the need for support and seeks assistance to resolve issues.</p> <p>Demonstrates a willingness to provide constructive feedback to colleagues.</p> <p>Uses basic conflict resolution principles to handle situations in the workplace.</p>
	Provide support to other employees.	<p>Deliver single stream training programs such as service area induction and orientation programs.</p> <p>Provides guidance and advice to other disability workers on policy and procedure relevant to the role.</p> <p>Support a work environment that is free from discrimination, harassment, bullying.</p> <p>Interactions with participants, colleagues and stakeholders are undertaken in a courteous and sensitive manner. Respect for cultural and linguistic diversity is evident.</p>
	Program Facilitation	<p>Plans and co-ordinates participant support programs.</p> <p>Directly facilitates programs or workshops with participants</p>

	Rosters	<p>Provides adequate notice as reasonable in the circumstances for rostered shift which cannot be worked.</p> <p>Arrives and leaves on time for all shifts or provides adequate notice as reasonable in the circumstances.</p> <p>Works with a variety of participants and/or a variety of settings in keeping with organisational needs.</p> <p>Communicates appropriately with Coordinators and rosters staff to resolve any problems with rosters.</p> <p>Assists in the monitoring of the rostering needs of the service and consults with rosters and relevant staff to ensure rosters are filled by appropriate staff</p>
Marketing and promotion	Contribute to the creation of promotional material to publicise events, programs and workshops.	Promotional material is created and disseminated in consultation with relevant Coordinators and in line with Multitask Policy
	Network and maintain positive relationships with relevant organisations and stakeholders.	There is evidence of collaboration and positive feedback from organisations and stakeholders.
Problem-solving	Exercise initiative within defined, established practices	<p>Demonstrates initiative in identifying and resolving problems.</p> <p>Accurately refers complex issues to supervisor.</p> <p>Prioritises essential duties, organises work schedule and manages time to fulfil work requirements.</p> <p>Provides constructive feedback on any identified areas of improvement.</p> <p>Assesses quality of service delivery and actively promotes areas for improvement.</p>
	Recognises and resolves problems with reference to established procedures, documented methods and instructions	<p>Accurately applies policy and procedure to resolve day to day issues such as scheduling problems or unplanned alterations to service delivery, participant demands, behavioural difficulties and minor conflicts or complaints.</p> <p>Seeks guidance as appropriate</p>

Organisational and Industry knowledge	Sound knowledge of procedural/operational methods of the workplace	Able to describe relevant work processes as described in Orientation folders, policy and procedure and relevant participant plans. Provides feedback and guidance to other staff regarding Multitask policy and procedure.
	Possess working knowledge of statutory requirements relevant to the workplace;	Demonstrates knowledge of WHS responsibilities, policies and procedures within organisation Performs role using safe work practices e.g. a) Infection control procedures b) Manual handling procedures c) Medication procedures d) Hazard identification and risk assessment Identifies and reports all policy/procedural breaches Carries out all duties with diligence and due care for personal safety and the safety of others.
		Demonstrates a working knowledge of relevant legislation codes and practice standards (e.g. Disability Inclusion Act, NDIS practice Standards) and their application to individual work practices with support and guidance from senior staff.
Other duties requested by the Program Coordinator or nominee.		

Role Criteria

Qualifications

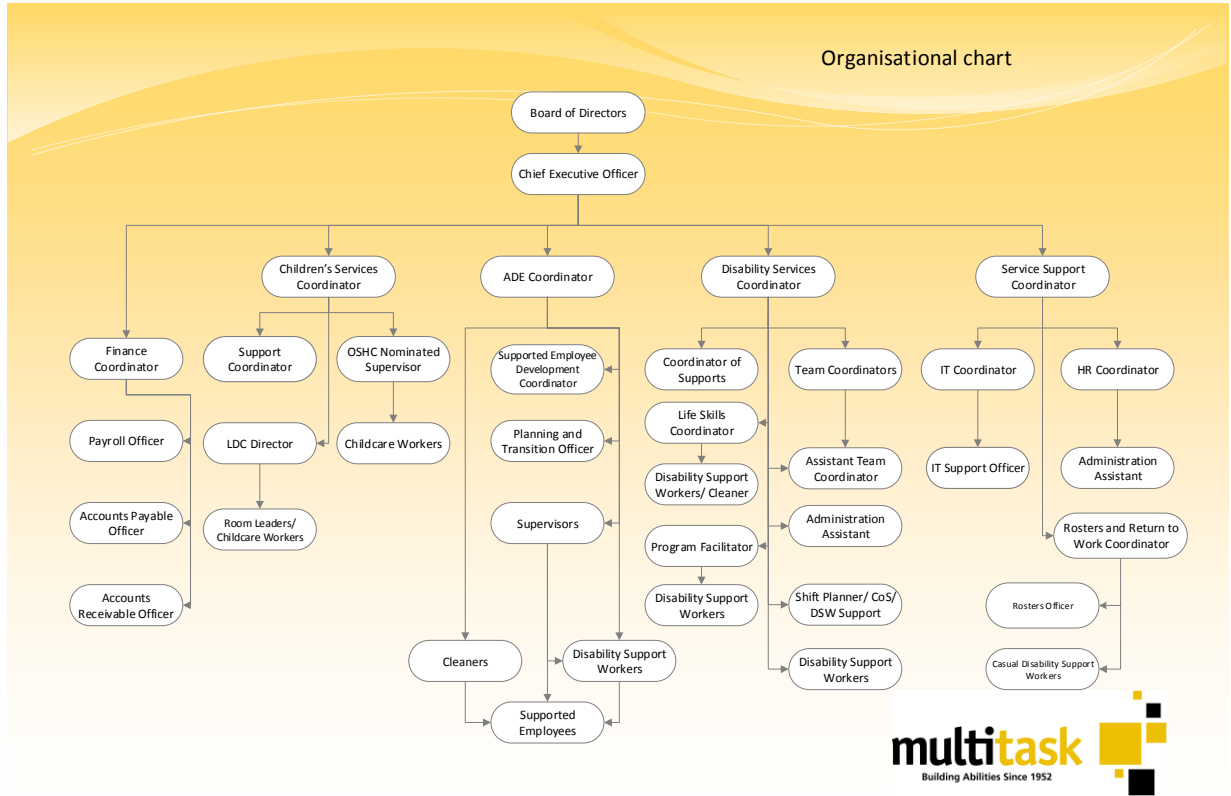
- Relevant qualifications or experience in the community sector and/or program development
- Current valid driving license

Professional skills and experience

- Demonstrated understanding of current facilitation and training methods
- Demonstrated ability to form effective relationships with participants and their families
- Knowledge of marketing and promotion and use of social media
- Proven ability in administration and record keeping
- Computer literate: competency with the Microsoft suite

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



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 contracts.

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)