



Position Description Community Facilitator

Part A: Organisation values

Organisation

Interchange Loddon-Mallee Region Inc (Interchange LMR) is a non-government community based organisation that provides recreation and support options to individuals and families who have a child or family member with a disability. Interchange LMR has an active commitment to service users in directing, planning, and implementing services to best meet client goals and needs.

The following statements of duties and responsibilities are indicative and need to be understood within the context that Interchange LMR is in a dynamic environment. As organisational needs change so do job roles and functions. Employees are required to understand the need for flexibility in employment relationships and responsibilities.

Part B: Position

Position

Title:	Community Facilitator		
Position Arrangements: <i>All positions are subject to ongoing funding</i>	Part Time or Casual	Award / Classification & Remuneration : <i>Level 2 Pay Point 1 - 4</i>	SCH&DS Award
Funding:	Funded by Disability Funded Client Packages and external funding.		
Reporting structure:	Reporting to: Program Manager		
Hours of Work:	Hours of work are dependent on the requirements of purchaser contracts to Interchange LMR. Flexibility is required. Interchange LMR community based recreational activities include client based weekends away, school holiday programs, client holidays and camps.		
Performance Management:	<ul style="list-style-type: none"> ▪ Community Facilitators are required to attend six monthly or 12 monthly supervision sessions with a Coordinator, dependent upon workload. ▪ Session reporting sheets are completed for each individual client session. ▪ Active supervision is undertaken on an ad-hoc basis. 		

Position Objectives

1. Facilitation of client Individual Plans;
2. Facilitation of high quality client driven community based support and recreation to support clients to reach their full potential as a valued and active community member;
3. To undertake duties in a self-motivated and professional manner;
4. To make a positive contribution to the wellbeing and development of clients of Interchange LMR; and
5. To uphold Interchange's mission, values, practices and philosophies.

Organisational Responsibilities	
Function	Responsibility
Occupational Health & Safety	Perform duties to work in accordance with the guidelines of the Occupational Health & Safety Act and Interchange Occupational Health & Safety Policy.
Risk Management	Ensure the identification, control and evaluation of risks in line with organisational policy, to contribute to a safe environment for staff, service users and the community.
Quality Improvement	Ensure participation and commitment to organisational and departmental continuous improvement and quality systems.
Privacy & Confidentiality	Maintain strict confidentiality in regard to all matters relating to Interchange LMR and participants of Interchange.
Infection Control	Demonstrate sound knowledge and work practices in line with Interchange Infection Control policy.
General	Compliance with organisational policies and procedures.
Code of Conduct	Compliance with organisational Code of Conduct and Duty of Care policies.
Professional Boundaries	Comply with organisational Professional Boundaries policy.
Bullying/Harassment	Interchange LMR has a zero tolerance to workplace bullying. Employees must adhere to the Interchange LMR Workplace Bullying policy.
Human Rights	Compliance with the Victorian Charter of Human Rights & Responsibilities.

Functions of the Position

1. Provide community based, client directed facilitation and support, which may include personal care tasks. Individual privacy and dignity will be maintained at all times.
2. To ensure that clients are central in service planning, provision and decision-making in accordance with their Individual Plan by empowering clients to access local community facilities, groups and networks.
4. To ensure the health and safety of participants at all times.
5. To ensure confidentiality of client and Interchange LMR information.
6. To complete Session Reporting Sheets following individual client sessions.
7. To attend relevant training and meetings as required.

Part C: Person specification

Key skills/abilities required

Mandatory

1. Clear Criminal Records and Reference checks – (conducted by Interchange)
2. Current Working With Children Card
3. Ability to work flexible hours
4. Current Level 2 First Aid Certificate and CPR component
5. Telephone contact /mobile
6. Certificate IV or equivalent relevant experience
7. Ability to attend to personal care and related tasks for clients
8. A current Victorian driver's license
9. A motor vehicle, which is comprehensively insured. (A copy of your current insurance policy and driver's license is required to be submitted at the time of recruitment and annually from then on and when changes occur).

Required

1. Ability to write professional reports
2. Ability to relate positively to a wide range of people
3. Ability to be creative and problem-solve in community based recreational pursuits within the constraints of limited resources.
4. Ability to take direction.
5. Ability to work without direct supervision, whilst maintaining a high standard of service provision.
6. Punctuality, reliability, honesty, integrity and the ability to accept responsibility

Key Performance Indicators

Job Area/Task	Measurement / Rating
1. Client focus	Assist clients with support in meeting the objectives stated in their Individual Plans
2. Professionalism	Uphold the reputation of Interchange in the community and abide by its policies and procedures
3. Self-discipline	Undertake training and professional development as required and self-monitor necessary compliance (eg First Aid)
4. Analytical	Demonstrated ability to identify and assess risks when working with clients

Key Selection Criteria

1. Experience facilitating individual client goals within the boundaries of person centered philosophy.
2. Proven experience maintaining duty of care and professional boundaries.
3. Ability to identify and manage risks and problem solve.
4. Excellent communication and report writing.

Other relevant information

- Community Facilitators are not permitted to attend to personal business whilst working on Interchange LMR sessions.
- Employees are required to carry ID cards on their person at all times when working with clients.
- The successful applicant will be required to undergo a National Criminal Records Check.
- Hold and maintain a Working with Children Card.
- Hold and maintain a Victorian Driver's License.
- Interchange LMR operates in a smoke free work environment.
- Discrimination, bullying, sexual harassment, and racial and religious vilification are against the law and unacceptable in Interchange LMR workplace.

Part D: Relevant Physical Requirements.

Pre-employment medical examinations / functional capacity examination

You may be required to undertake a pre-employment medical examination to ensure that you can safely undertake all of the duties and tasks detailed in this Position Description.

Physical activities

The work is likely to require a certain amount of physical activity, such as:

Activity	Nil	Light	Average	Constantly	Comments
Standing			✓		
Sitting			✓		
Bending			✓		
Walking			✓		
Repetitive hand work			✓		
Heavy lifting (>15kg)		✓			

Plant and Equipment

This role involves minimal working with or near plant or equipment:

Hazard / Activity	Nil	Light	Average	Constantly	Comments
Rotating parts	✓				
Noisy environment	✓				
Moving (machinery)	✓				
Strobe or similar lights	✓				
Operating plant controls	✓				
Driving plant or vehicles			✓		
Machinery vibration	✓				

Other Activities

Activity	Nil	Light	Average	Constantly	Comments
Talking on the phone		✓			
Direct contact with people				✓	
working at heights	✓				
Working with animals / wildlife	✓				

Declaration (To be signed by the successful applicant only)

Interchange acknowledges and respects the privacy of individuals. A medical examination may be required to ensure that you are placed in a position in which the duties required are safely within your capacity.

You are required under Section 82(7) of the Accident Compensation Act 1985 ("the Act") to disclose all pre-existing injuries or diseases suffered by yourself and which you are aware may be affected by the nature of the proposed employment. The failure to disclose a pre-existing injury or disease means that any recurrence, aggravation, exacerbation and deterioration of the pre-existing injury or disease as a result of employment with the ILMR does not entitle you to compensation under the Act.

I declare that I am fit and able to perform the inherent requirements of the position outlined above.

Name	
Signature	
Date	

Personal Attributes Required

<p>Creative & Innovative</p> <ul style="list-style-type: none"> ▪ Finds ways to work better and smarter ▪ Generates options and ideas ▪ Is open to change and alternatives 	<p>Determined</p> <ul style="list-style-type: none"> ▪ Researches options and sets a clear path ▪ Deals with obstacles and impediments ▪ Has clear goals 	<p>Positive</p> <ul style="list-style-type: none"> ▪ Has faith in own abilities ▪ Is optimistic ▪ Remains calm and focused when faced with difficulty
<p>Self-disciplined</p> <ul style="list-style-type: none"> ▪ Manages own time to achieve key outcomes ▪ Avoids distraction and diversions 	<p>Analytical</p> <ul style="list-style-type: none"> ▪ Reviews arguments and opinions before making judgment ▪ Presents clear and logical arguments ▪ Takes a systematic approach when building toward improvements 	<p>Flexible</p> <ul style="list-style-type: none"> ▪ Adapts to changing circumstances in the workplace ▪ Prioritises work and addresses what is most important ▪ Takes advantage of new and emerging opportunities
<p>Resilient</p> <ul style="list-style-type: none"> ▪ Recovers from setbacks ▪ Overcomes obstacles and impediments ▪ Learns from experience and identifies areas for self-development 	<p>Client focused</p> <ul style="list-style-type: none"> ▪ Views the session as the clients' and prioritizes needs of clients ▪ Aims for best outcomes for clients ▪ Is outcome focused ▪ Follows through with commitments 	<p>Culturally aware</p> <ul style="list-style-type: none"> ▪ Respects difference in all its forms ▪ Adapts language to aid communication ▪ Values diversity as a strength and positively utilizes diversity
<p>Honest</p> <ul style="list-style-type: none"> ▪ Is credible and truthful ▪ Is reliable and trustworthy ▪ Acknowledges and learns from mistakes 	<p>Inclusive</p> <ul style="list-style-type: none"> ▪ Recognises the rights of others ▪ Is committed to social justice and social inclusion ▪ Makes equitable decisions 	<p>Ethical</p> <ul style="list-style-type: none"> ▪ Has integrity and principles ▪ Is truthful ▪ Reflects expected standards of behaviour and/or Code of Conduct
<p>Collaborative</p> <ul style="list-style-type: none"> ▪ Works with others to achieve common goals ▪ Engenders a spirit of teamwork ▪ Inspires trust 	<p>Supportive</p> <ul style="list-style-type: none"> ▪ Encourages others to attain goals and achieve ▪ Listens actively and inspires confidence ▪ Demonstrates empathy when confronted with adversity 	<p>Professionalism</p> <ul style="list-style-type: none"> ▪ Uphold employer reputation ▪ Abide by policies and procedures ▪ Act in accordance with employer Mission, Vision, and Values

**Individual requisites
Capability Framework
Level 1**

People working at this level do not supervise the work of others; they work under the direction of others and apply their skills to meet established targets or outputs.

Community & inter-agency relations	Professionalism	Communication	Leadership & teamwork
Networks and stakeholders 1.1.1 Utilises own community networks to achieve established outcomes.	Time management 2.1.1 Demonstrates punctuality and meets agreed schedules and timelines	Advocacy 3.1.1 Actively listens to colleagues and clients and passes on relevant information accurately and appropriately	United Vision 4.1.1 Maintains enthusiasm and understands own role in achieving organisational mission
Community 1.1.2 Contributes to staff forums and meetings about key client issues	Ethics 2.1.2 Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas	Written Communication 3.1.2 Provides accurate written information and reports using forms, log books and templates appropriate to the task	Strategic Focus 4.1.2 Follows client directions and Individual Plans and can create strategic approaches to achieve goals.
Partnerships and collaboration 1.1.3 Works collaboratively with other staff/volunteers in formal and informal partnerships to achieve client outcomes	Taking responsibility 2.1.3 Takes responsibility for work outcomes – positive and negative	Verbal communication 3.1.3 Speaks politely and respectfully with clients and colleagues and explains issues and information clearly	Team dynamics 4.1.3 Openly shares information, participates and contributes to team discussions
Knowledge of community 1.1.4 Maintains basic awareness of current community access and networks	Problem solving 2.1.4 Demonstrates common sense, and uses established strategies to solve routine problems	Facilitating 3.1.4 engages client in all aspects of their services in a way that is understandable and clear	Conflict management 4.1.4 Considers the views of others and aims for group cohesion and positive experiences
Social Justice 1.1.5 Demonstrates commitment to social justice and social inclusion	Initiative and enterprise 2.1.5 Contributes to ideas for improved ways of working	Interpersonal skills 3.1.5 Demonstrates active listening and asks appropriate questions when dealing with clients/ members and colleagues	Diversity/different styles 4.1.5 Values diversity in team and supports colleagues

**Individual requisites
Capability Framework
Level 1**

People working at this level do not supervise the work of others; they work under the direction of others and apply their skills to meet established targets or outputs.

Resources, assets and sustainability	Service Delivery	Program management and policy development	Change and responsiveness	Governance and compliance
Costs and Budgets 5.1.1 Adheres to budgets within client ISP guidelines	Reflective practice 6.4.1 Applies organisational practice models, procedures and relevant legislation when working with clients/members.	Policies and Procedures implementation 7.1.1 Maintains awareness of policies and applies procedures to daily work activities	Change management 8.1.1 Maintains a positive approach to change and adapts to new or different ways of working	Strategy 9.1.1 Achieves targets in work plans and understands links with strategic goals
Financial management 5.1.2 Assists with maintenance of financial records and works efficiently to meet established budgets	Knowledge of client/member issues 6.1.2 Maintains awareness of client/member needs	Program development 7.1.2 Performs own role and responsibilities efficiently to contribute to program and project outcomes	Multi-skilling 8.1.2 Takes advantage of opportunities for learning and growing skills	Quality 9.1.2 Ensures that own work meets the organisations' quality requirements
Procurement 5.1.3 Understands, is committed to and achieves value for money for the client	Client/member outcomes 6.1.3 Supports clients/members to achieve their goals or aspirations through provision of quality service	Achieving results 7.1.3 Supports program and project team members to achieve defined outcomes	Creativity and innovation 8.1.3 Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes	Risk management 9.1.3 Ensures that risks are identified and reported in own work context
Equipment and assets 5.1.4 Takes care when using and maintaining equipment and aids	Diversity 6.1.4 Demonstrates sensitivity and respect for diversity and difference in clients/members	Contract management 7.1.4 Records/passes on in a timely way relevant data for contract administration	Technology 8.1.4 Uses technology and software applications effectively in accordance with task requirements	OHS 9.1.4 Ensures safety of self and others in work environment. Is aware of and practices appropriate reporting
Sustainability 5.1.5 Uses resources appropriately and supports organisation's sustainability protocols	Client confidentiality and dignity 6.1.5 Respects client/member confidentiality	Complaints handling and continuous improvement 7.1.5 Records complaints and assists with reviewing feedback on program outcomes	Learning and development 8.1.5 Prepares own development plan in consultation with supervisors	Legislation and compliance 9.1.5 Is aware of relevant legislation and licensing requirements and ensures compliance in work practices

Sign Off

Employee Name:

Signature:

Date:

(By signing off on this document you agree to fulfill the functions of the role as outlined)