

Position Description

Position Details

Position:	Facilitator – Neighbourhood Links		
Award:	Social, Community, Home Care and Disability Services industry Award 2010		
Fixed/Continuing:	Ongoing	Probation period:	6 Months
Level:	2.1	Work Base:	Community based/Participants homes/Own home
Reports To:	Community Services Coordinator	Direct Reports:	Nil
Context:	<p>HCO is committed to ensuring that the Values of the association are upheld through the provision of a professional, client centred service by:</p> <ul style="list-style-type: none"> • Valuing the uniqueness of the individual • Promotion of community inclusion • Promotion of social equality • Provision of a continuous learning environment for all 		
Position Objectives:	<p>To enable a small group of people (participants) who have ongoing support needs to maximize and achieve their potential while living in their own homes in the community. To encourage and support independence. To promote and encourage community engagement</p>		
Key Responsibilities:	<p>An important aspect of the model is the facilitation of participant driven work. This requires the workers practice of:</p> <ul style="list-style-type: none"> • Negotiating rather than directing. • Encouraging participants to take responsibility. • Facilitating participant's own solution to problems rather than providing solutions. • Facilitating participant's exploration and understanding of how they could improve their world. Including sharing one's own knowledge of what is possible. <p>Aligned with the principle of participant driven work is the empowerment approach. Empowerment is achieved when the person taken rightful control over their lives. When people are taking the power in their own lives they gain the esteem from the work done and in the victories won.</p> <p>The worker's role will be to support participants in a way that creates opportunities for participants to empower themselves. The empowerment approach is enhanced when others in the participant's system are empowered. It is therefore the responsibility of the worker to practice empowerment in his or her own life. The ideal model calls for empowerment at every level. That is, empowerment of the Manager, the worker and the participants.</p>		

Position Details (Cont)

Key Working Relationships:

Internal:

- Participants
- Finance and Operations Teams
- Community Services Coordinator
- Other Neighbourhood Links Facilitators

External:

- Participants and Families
- Government and non-Government Agencies
- Businesses

Special Conditions:

- Successful DCSI screening and background checks
- Out of hours working as required
- Hold a current SA driver's licence
- Reliable and Roadworthy vehicle.

Key Result Areas

Responsibility for Self

- Compliance with WHS principles and practices
- Compliance with HCO Policies and Procedures

Responsibility with Participants

- Helping the participants live in the community. The range of day to day supports provide to participants may include:
- General monitoring.
 - Dealing with official world – bills, letters, forms, etc.
 - Assisting with budgeting.
 - Listening and reassuring.
 - Point of access for options knowledge
 - Referring on to other services.
 - Modelling.
 - Providing flexible support to participants during critical periods (being available at the time it is most needed)
 - Facilitation of participants driven work and the practice of empowerment
 - The exploration of options / possibilities that enhance the participant's quality of life through the provision of individuality appropriate physical, emotional, recreational and social supports and networks.
 - Access to community
 - Coordinating group meetings

Responsibility with Colleagues

- Effective participation in supervision session with the supervisor
- Collaboration with case workers. This will involve development and maintenance of relationships of respect & trust.
- Build good relationships with disability support workers
- To maintain relevant records and store within a secure environment
- Participation in Steering Committee Meetings (If required)



Real Connections

Position Description

Key Result Areas

Responsibility with Community:

- To develop and maintain productive and co-operative relationships with families, agencies, organizations, businesses and professionals
- Linking participants with the community and providing information

Core Capabilities

Communication:

- High level of communication skills written and verbal
- Keep accurate and complete records in accordance with HCO's policies and procedures
- Communicate in a manner that is consistent with HCO values

Service Improvement:

- Provide ideas for improvement and constructive input into change initiatives
- Regularly review own work practices to identify areas for improvement
- Take personal responsibility to resolve enquiries, requests or complaints specific to the role in accordance with HCO's policies and procedures

Flexibility and Adaptability:

- Adapt positively to changes in the environment and work demands
- Demonstrate flexibility in thinking.
- Show flexibility in coping with multiple and changing priorities

Team Working:

- Develop and maintain productive relationships with peers, and organisational teams
- Attend and actively participate in team meetings, sharing ideas and contributing to discussions
- Recognise the differing contributions of others in the team

Work Health & Safety:

- Comply with legislation and HCO's WHS policies, procedures and practices to maintain the health and safety of yourself and others
- Participate in WHS related training, safety briefings and updates as required
- Actively take responsibility for a safe working environment, reporting all incidences, near misses or any unsafe working practices

Financial:

- Adhere to all financial processes and polices

Position Description

Key Outcomes (Cont)

Requirements:

The role of the worker will be to contribute and maintenance of an environment designed to provide participants with effective opportunities to participate in the community, to their optimum potential and in accord with their own preferences. At different times the ongoing role of the worker will include:

Being a community contact for the participants. This involves:

- Maintain regular consistent, ongoing contact and relationship building.
- Providing support that enables people to grow / develop.
- Facilitating processes for participant self-resolution of problems
- Facilitating participants planning in a range of life domains.
- Over time developing trusting resolutions with participants.

Helping in crisis situations:

- Providing crisis intervention
- Providing on a site assistance in emergencies.
- Providing support that is flexible and accessible to participants when they are most vulnerable. That is providing support at the time it is most needed.

Coordinating participants meetings. This may include:

- Providing information about appropriate services to participants.
- Facilitating participants driven work.
- Facilitating the group in becoming self-directing.
- Helping the participants to run their own meetings, to organize/plan.
- Facilitating groups in an inclusive manner to gain balanced participation from all group members.
- Supportive listening and conflict resolution.
- Adapting communication skills to suit people with a variety of communication needs.
- Problem solving with the ability to remain open minded towards the wishes of the participants.

Facilitating links between the participants and the community.

- Be part of the community and gain assistance from within the community.
- Have a local knowledge of the community, local resources and activities
- Establish and maintain networks with the community and with services.
- Providing information about appropriate services to participants.
- Linking participants with appropriate community groups or agencies to meet needs.
- Linking participants with volunteer organizations.

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Selection Criteria

Essential:

Qualifications:

- Certificate 3 Community Services (Disability) or equivalent
- Senior First Aid Certificate
- DCSI Child Related Employment Screening
- Drivers Licence and access to a reliable vehicle

Experience:

- Demonstrated success in working with individuals, families or communities to support them in working towards maximising and achieving their potential in some domain of their life/lives.

Knowledge:

- Informed current knowledge of principles and practices relevant to best practice in service delivery pertinent to the Disability sector and Human Services generally.
- Understanding of relevant legislation pertinent to the meeting of statutory requirements for Disability Services Standards, WH&S, Equal Opportunity and Anti-Discrimination
- Understanding and commitment to the principles and implementation of the NDIS

Aptitudes and skills:

- An attitude of tolerance and acceptance of the differences in people.
- Ability to facilitate groups in an inclusive manner to involve people in group activities. This will require skills in facilitation of groups to gain balanced participation from all participants.
- Ability to facilitate a group in becoming self-directing.
- Effective verbal and written communication skills. Including skills in supportive listening and conflict resolution.
- Ability to adapt communication skills to suit people with a variety of communication needs.
- Commitment to the rights, access dignity and development of persons with disability.
- The ability to encourage positive responses within the local community, to persons with an intellectual disability.
- Problem solving with the ability to remain open minded and enthusiasm to embrace change.

Approval

Name:

Sue Horsnell

Position:

CEO

Approval Date:

21th May 2019

Approval Review
Date:

21th May 2022