

Position Description

The Position Description outlines the purpose, key responsibilities, measures of success, values and professional skills required for success in the role. It defines what “great” looks like and provides focus for recruitment, development, career planning and performance management.

Position Title:	Facilitator
Reports To:	Coordinator
Business Division / Unit:	Community Connections

Current as of:	01/07/2019
Direct Reports:	Nil
Location & Other Requirements:	Various Locations

2020 Strategic Blueprint

Our Vision:	A society where people of all abilities are equal.
Our Mission:	We create opportunities for people living with disability to support them live their best life.
Our Values:	Integrity – act ethically, honestly and with transparency Empowerment – enable and inspire Compassion – show kindness, empathy and care Respect – listen, value and acknowledge Collaboration – work together, succeed together

Role Purpose

As part of a team, carry out lawful duties, directions, and group/program/individual activities aimed at supporting and assisting persons with a disability in their living and/or community environment. Staff are also expected to present a positive and professional image of C2A when interacting with participants, family members, advocates, service providers, funding bodies and the general community.

You have shared responsibility in the following key areas:

- People and Culture
- Operational Excellence
- Environment, Health and Safety
- Equity and Diversity

Key Selection Criteria

Compulsory	
	<ul style="list-style-type: none"> • Demonstrated experience in implementing and delivering participant outcomes • Ability to build trust and rapport for long term business success • Proven ability to operate in a collaborative cross-functional team environment • Sound interpersonal and communication skills (written and oral) including computer skills • Certificate IV Disability/Community Services or related field • Demonstrated experience in an industry (e.g. Hospitality, Construction, IT, HR, Recruitment, Community Sector, small business etc) • Current VIC drivers licence • Current Working with Children Check
Desirable	
	<ul style="list-style-type: none"> • Demonstrated understanding in the management of financial resources • Active member of a local community

Key Responsibilities

Key Area	Responsibilities and Duties	Measures of Success (KPIs)
People & Culture	<ul style="list-style-type: none"> • Actively promote a values driven culture to achieve C2A's vision and mission. • Demonstrating a genuine personal commitment for striving towards continued organisational improvement • Recognising internal and external feedback (be it positive or negative) as an opportunity for growth 	<ul style="list-style-type: none"> • Conduct self according to organisational values measured by 360 degree feedback • Professional development and training and education needs identified in Annual Performance Plan and actioned within the life of the plan • Participates in performance & development reviews each June <ul style="list-style-type: none"> ○ Select one value to further self-develop each year

Key Area	Responsibilities and Duties	Measures of Success (KPIs)
	<ul style="list-style-type: none"> • Sharing a sense of accountability and responsibility • Demonstrating a genuine interest in personal and professional development, inline with C2A's mission. • Contribute openly and with confidence with other team members in a respectful and sensitive manner 	<ul style="list-style-type: none"> • Participate and positively contribute in monthly formal and informal meetings (known as Reflective Practice) • Achieves 95% of KPI's in Annual Performance Plan • Proactively operate in the absence of leadership • Participate and positively contribute in monthly formal and informal staff meetings (known as Collaborative Practice)
Operational Excellence	<ul style="list-style-type: none"> • Carry out as instructed and/or designated – and demonstrated initiatives – task and activities aimed at meeting the participant's personal/living community needs, team objectives and/or program goals which is consistent with participant goals. • To perform direct care duties for individual participants as specified in the Personal Centred Plan and as per the NDIS Service Agreement. • Listening and responding to participant/services needs within organisational guidelines • Commitment to a continuous improvement (CI) approach to optimise business effectiveness <ul style="list-style-type: none"> ○ Implement continuous best practise philosophies for quality outcomes for participants, business unit and organisation • Ensure compliance with all legal, regulatory obligations (CIMS) and all other organisational documentation • Positively participate and contribute in projects • Role model exemplary customer service at all times 	<ul style="list-style-type: none"> • 100% compliance with relevant legislation, regulation, codes, contracts and service standards (i.e. no incidents of non compliance) • Regular attendance at internal meetings, workshops, forums, events etc • Actively promote participant acquisition and retention • Demonstrated improvements in process efficiencies • All participant information including plans, goals, risk assessments, progress notes are completed for every customer on a daily basis

Key Area	Responsibilities and Duties	Measures of Success (KPIs)
	<ul style="list-style-type: none"> Proactively support, implement and utilise CIMs and other IT system for success of the organisation Knowledge of all participants to ensure outcomes are delivered in line with pathway plans 	
Environment, Health and Safety (EHS)	<ul style="list-style-type: none"> Ensure compliance with C2A's OHS/EHS instructions, policies and procedures. Consult with relevant Health & Safety representatives on all changes that may have OHS/EHS implications. 	<ul style="list-style-type: none"> Attend OHS/EHS Training as required Documented evidence that worksites inspections are completed as required Documented evidence that identified hazards, risks and incidents are reported and actioned within timelines No EHS incidents of non compliance with legislative requirements and C2A's policies and procedures Identify hazards, assess risks and implement controls to eliminate or minimise EHS risks
Diversity and Equity	<ul style="list-style-type: none"> * Promote appropriate standards of conduct at all times * Ensure compliance with C2A Equity and Diversity policies and procedures Ability and willingness to work in a diverse range of settings including but not limited to – a person's home or place of residence, other services, community groups and other community settings. 	<ul style="list-style-type: none"> Demonstrated equal opportunity behaviour and conduct at all times

Connecting2Australia Values

C2A Values	What this means for the role
Integrity	<ul style="list-style-type: none"> • Adheres to a strict moral or ethical code • Shows character, honesty and leadership values • Knows right from wrong and demonstrates that in all they do • Communicates openly and honestly with others • Lives his or her values in relationships with all stakeholders • Acts with honour and truthfulness
Empowerment	<ul style="list-style-type: none"> • Enables people to think, behave, take action, and control work and decision-making about their job in autonomous, independent, self-directed ways • Feels in control of their work environment • Has permission to make decisions in the areas they control and are responsible for in their job • Builds the power one needs to accomplish their goals
Compassion	<ul style="list-style-type: none"> • Shows kindness and empathy to others • Demonstrates a sympathetic consciousness of the distress of others together with a desire to alleviate it • Listens actively to others • Communicates compassionately • Gives of themselves in such an honest and invaluable manner that it lifts others
Respect	<ul style="list-style-type: none"> • Demonstrates courtesy, politeness and kindness in all their dealings • Treats people the same no matter their race, religion, gender, size, age or country of origin • Shows curiosity for the views of others • Engages others in ways that build their self-esteem • Looks for opportunities to connect with and support others
Collaboration	<ul style="list-style-type: none"> • Works together with others on a common task • Shares work as well as ideas and insights to achieve a shared objective • Keeps the conversation open ended • Harnesses the best out of two or more individuals together

Incumbent statement:

I have read, understand and accept all pages of the above position description, initial previous pages.

Name: _____

Signed: _____ Date: _____