

# POSITION DESCRIPTION



TITLE: Community Facilitator - Relief	
REPORTS TO: Group Service Lead	DIRECT/INDIRECT REPORTS: NIL
	DATE: June 2021
LOCATION: Christchurch	

**Overview:**

SkillWise is a fun and vibrant community organisation making a difference in people’s lives. Based in the central city, no two days are ever the same as we work alongside adults with learning disabilities supporting them to live the life they want. Collaborating with disabled people, their families and whānau, we assist in creating a life where people are valued as full participating citizens through work, education and having fun!

**Purpose of the position:**

Working as part of the wider SkillWise team, Community Facilitator – Relief will facilitate, support and deliver recreation, work and education opportunities for people with an intellectual disability both in the wider community and/or at our premises. This includes group support and individual community-based support. The job works in close collaboration with the Community Facilitators providing group support, community support and the Employment Support Coordinators.

**General:**

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

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<b>Key Areas of Responsibility</b>	
<p><b>Achievements of the people we support</b></p>	<ul style="list-style-type: none"> <li>• People we support contribute to personal/group plans with a range of goals that help them bridge gaps in community involvement and participation.</li> <li>• Independence is enhanced as a result of SkillWise support.</li> <li>• Support will be regularly reviewed to ensure progress against goals and aspirations together with ensuring the necessary quality of support.</li> <li>• Identify preferences and capabilities and match support options according to individual needs and aspirations.</li> <li>• Proactively communicate including 'home' visits, emails, phone calls in ways that receivers value and appreciate.</li> <li>• Gently surface conflicts that may block progress and take a problem-solving approach to removing obstacles for the people we support.</li> <li>• Facilitate individuals/groups to become members then contributors to groups (at SkillWise or in the community) and to develop relationships with others.</li> <li>• Ensure support is provided in ways that align with SkillWise values.</li> <li>• Support people to understand and maintain routines, expectations and relationships both onsite and/or in the community. Including supporting people to learn to self-manage.</li> <li>• Use teaching and planning tools according to needs and interests of the people we support.</li> <li>• Complete reporting and information management requirements in terms of content and timeliness.</li> <li>• Involvement in Service Delivery Projects as required.</li> </ul>
<p><b>Relationship Management and Development</b></p>	<ul style="list-style-type: none"> <li>• Develop 'partners' with whom support is shared and builds and maintains partner confidence, e.g. family/whanau, residences, community groups, employers.</li> <li>• Identify, develop and utilise networks that are of benefit to the people we support.</li> <li>• Share information across networks about services provided and opportunities for partnership.</li> <li>• Engage in community information and awareness, promoting SkillWise and challenging assumptions about people with learning/intellectual disabilities as appropriate.</li> </ul>
<p><b>Personal Development</b></p>	<ul style="list-style-type: none"> <li>• Awareness of human development for people with intellectual disabilities is enhanced and maintained through a proactive approach to continuous learning</li> <li>• Attend regular supervision.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Participate in SkillWise training programmes and opportunities for training.</li> <li>• Pro-actively identify and participate in other self-development opportunities e.g. coaching, appraisal.</li> <li>• Share learning with others.</li> <li>• Contribute in a proactive and solution focused way in team meetings and planning workshops</li> </ul>
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<b>Key Relationships/Customers:</b>	
<b>Internal</b>	<b>Nature of the Relationship</b>
Group Service Lead	Reports to, works collaboratively with
Community Service Lead	Works collaboratively with
Operations Coordinator	Works collaboratively with
Chief Executive and Board	Works collaboratively with
Quality & Systems Administrator	Works collaboratively with
Fundraising Co-ordinator	Works collaboratively with
Community Facilitators	Works collaboratively with
Employment Support Coordinators	Works collaboratively with
People we support and families for people we support	Works collaboratively with
<b>External</b>	<b>Nature of Relationship</b>
Staff/management from other service providers	Works collaboratively with
Community organisations and training providers	Works collaboratively with

<b>Formal Qualifications / Training / Experience</b>	<b>Required</b>	<b>Desirable</b>
NZ Certificate in Health & Wellbeing Level 2,3 or 4		✓

### Key Competencies/ Skills / Knowledge

<b>Behaviour to demonstrate</b>	<b>IN MEETING THE JOB REQUIREMENTS YOU WILL</b>	<b>IN EXCEEDING REQUIREMENTS YOU ARE LIKELY TO</b>
<b>Self awareness, confidence,</b>	<ul style="list-style-type: none"> <li>• Describe your feelings in a</li> </ul>	<ul style="list-style-type: none"> <li>• Describe how feelings</li> </ul>

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<b>control and development</b>	<p>candid, authentic way</p> <ul style="list-style-type: none"> <li>• Articulate areas for personal growth &amp; improvement</li> <li>• Utilise your strengths</li> <li>• Remain calm &amp; level-headed in difficult situations or under stress</li> <li>• Be careful and organised in your work</li> <li>• Participate in a SkillWise sponsored coaching/mentoring program</li> </ul>	<p>affect you and others in job performance</p> <ul style="list-style-type: none"> <li>• Solicit and welcome constructive criticism &amp; feedback</li> <li>• Actively work to recognise and correct self-limiting beliefs and weaknesses</li> </ul>
<b>Transparency</b>	<ul style="list-style-type: none"> <li>• Act honestly, with integrity and be above reproach</li> <li>• Be open to others about your own actions e.g. openly admit mistakes</li> <li>• Treat own staff equitably and fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Confront unethical or inappropriate behaviour in others</li> <li>• Take tough, principled stands about integrity, even if unpopular with others</li> </ul>
<b>Innovation and Adaptability</b>	<ul style="list-style-type: none"> <li>• Seek out new ideas</li> <li>• Adjust to change quickly when required e.g. market changes impacting on the SkillWise</li> </ul>	<ul style="list-style-type: none"> <li>• Generate new ideas</li> <li>• Modify your original thinking when faced with new data or information</li> <li>• Continue to act in the face of ambiguity</li> </ul>
<b>Achievement and Initiative</b>	<ul style="list-style-type: none"> <li>• Set and attain measurable, and challenging goals and standards</li> <li>• Organise time &amp; resources to achieve job outcomes and maximise cost efficiencies</li> <li>• Continually learn ways to do better</li> <li>• Cut through “red tape” to get an effective result</li> </ul>	<ul style="list-style-type: none"> <li>• Continuously identify opportunities for performance improvement</li> <li>• Pursue goals beyond what is expected</li> <li>• Create or seize opportunities for the future</li> </ul>
<b>Resilience &amp; Optimism</b>	<ul style="list-style-type: none"> <li>• Cope with the pressure of the job</li> <li>• Maintain a positive outlook at work</li> <li>• Maintain focus and energy when job demands are high</li> </ul>	<ul style="list-style-type: none"> <li>• Persist in achieving results by overcoming setbacks and obstacles</li> </ul>
<b>Thinking and Deciding</b>	<ul style="list-style-type: none"> <li>• Use business knowledge and tools to plan for and monitor and report performance</li> </ul>	<ul style="list-style-type: none"> <li>• Allocate thinking and “brainstorming” time in team meetings</li> <li>• Examine and articulate</li> </ul>

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	<ul style="list-style-type: none"> <li>• Research and or collect and use relevant information/criteria to make decisions</li> <li>• Identify and weigh pros and cons of options</li> <li>• Examine reasons for variance between planned and actual performance and act to “close the gaps”</li> <li>• Act decisively when called upon</li> <li>• Learn from and avoid repetition of mistakes</li> <li>• Assess and implement OSH and QA requirements</li> <li>• Maintain relevant technology knowledge and skills e.g. IT ordering and Scanning systems</li> </ul>	<p>costs and benefits when generating options and alternatives</p> <ul style="list-style-type: none"> <li>• Keep up to date with relevant business and market knowledge</li> <li>• Establish criteria for decision making</li> <li>• Identify and communicate priorities for action and implementation</li> <li>• Balance use of resources across competing demands</li> <li>• Assist others to identify and act upon SkillWise hazards and security risks</li> </ul>
<b>Empathy</b>	<ul style="list-style-type: none"> <li>• Listen well and be attentive to emotional and non-verbal cues/communication</li> <li>• Demonstrate sensitivity to and understanding of others’ perspectives.</li> </ul>	<ul style="list-style-type: none"> <li>• Relate well to diverse groups of people</li> <li>• Seek and obtain mutual understanding</li> </ul>
<b>SkillWise awareness &amp; commitment</b>	<ul style="list-style-type: none"> <li>• Understand and articulate SkillWise vision and guiding values</li> <li>• Demonstrate commitment to SkillWise values</li> </ul>	<ul style="list-style-type: none"> <li>• Understand, articulate and use crucial networks and “political” forces at work</li> <li>• Demonstrate commitment to the SkillWise’s interest ahead of self-interest</li> </ul>
<b>Service orientation</b>	<ul style="list-style-type: none"> <li>• Make &amp; keep commitments to others</li> <li>• Create a “climate” fostering a customer focused approach.</li> <li>• Demonstrate understanding of customer needs and match to right product or service</li> <li>• Offers appropriate assistance to others</li> </ul>	<ul style="list-style-type: none"> <li>• Proactively monitor levels of internal and external customer satisfaction</li> <li>• Seek ways to increase customer satisfaction and implement ideas</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Behave in friendly collegial ways modelling respect, helpfulness and</li> </ul>	<ul style="list-style-type: none"> <li>• Draw others into enthusiastic commitment to collective effort</li> </ul>

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	<p>cooperation</p> <ul style="list-style-type: none"><li>• Contribute to building team morale</li><li>• Recognise team success and share the credit</li><li>• Maintain rapport and keep others well informed on plans, information and resources</li></ul>	<ul style="list-style-type: none"><li>• Build team spirit and identity</li><li>• Build and nurture relationships beyond the required functions</li></ul>
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### Key indicators of success:

- (1) ability to take proactive steps of planning and service delivery;
- (2) ability to manage or achieve KPIs on a continuous basis;
- (3) ability to submit timely and accurate reports on plans and deliverables;
- (4) regularly undertake personal development and or training;
- (5) any conflict with management, staff, people we support or external stakeholders is resolved in a timely and satisfactory manner;
- (6) ability to be flexible and open to change and with feedback from key stakeholders, such as the management, peers, the people we support, families/whanau etc;
- (7) supports SkillWise vision, mission and values;
- (8) complies with SkillWise procedures, policies and reporting requirements