



Facilitator Position Description

Our Vision

We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those most in need.

Our Mission

To continue the healing mission of Jesus Christ.

Our Values

Hospitality Manaakitanga

A welcoming openness to all; to the familiar and the mystery of self, people, ideals, experience, nature and to God.

Compassion Aroha

Feeling with another in their discomfort or suffering and striving to understand the other's experience with a willingness to reach out.

Respect Whakaute

An attitude treasuring the unique dignity of every person and recognising the sacredness of all creation.

Justice Tika

A balanced and fair relationship with ourself, neighbour, all of creation and God.

Excellence Hiranga

Giving the optimum standard of care and service within available resources.

Role, Purpose and Scope

The role of Facilitator is to provide facilitation services necessary for the successful delivery of Young Parents Development, Health and Wellbeing, Community Development, and Early Childhood Education Services in the area.

Authorities

As per St John of God Hauora Trust's Management Authority Matrix and as delegated by the Chief Executive Officer.

1 Key Relationships

Reporting Relationships	
Responsible to	Manager Young Parents Development
	Manager Community Development
Responsible for	Nil.
Functional Relationships	
The Facilitator will develop and maintain excellent relationships with the following colleagues, customers and clients for the purposes stated below.	
Internal Relationships	
Who does the job holder work or interact with inside St John of God Hauora Trust	The purpose and frequency of these interactions is to:
Clients	Delivery of high quality services that support clients in a manner consistent with mission, values and contractual requirements.
Regional Manager Community, Youth and Child Services	Provide reassurance to Regional Manager Community, Youth and Child Services that, where applicable, all Health and Wellbeing, Community Development, Young Parents Development and Early Childhood Education Services and activities in the area are being delivered to an excellent standard and within budget.
Community, Youth and Child Services tier 3 managers	Provide Community, Youth and Child Services as directed by tier 3 managers.
Chief Executive Officer and Trust Office managers and staff	Discharge responsibilities involving: finance and procurement, project management, business development and communications, human resource (HR), information and communication technology (ICT), Mission, risk management, quality monitoring and management and health and safety.
Clients	Delivery of high quality services that support clients in a manner consistent with mission, values and contractual requirements.

External Relationships	
Who does the job holder work or interact with outside St John of God Hauora Trust	The purpose and frequency of these interactions is to:
Funders (e.g. Ministry of Health, District Health Board, Ministry of Education, etc)	Effective communication of all relevant information pertaining to contractual aspects of service delivery.
Clients, families and representatives	Liaison as required to ensure good flow of information, effective problem solving and excellent delivery of services.
Key stakeholders	Maori networks linking with whanau, hapu and iwi, Pacific networks, drug and alcohol services, mental health services, and youth provider networks such as high schools including guidance counsellors.
Contractors	Safe and effective delivery of services.
Professional bodies unions and government agencies	Ensure effective liaison between St John of God Hauora Trust and unions, professional bodies and government agencies.
Volunteers	Keep volunteers informed about opportunities and to provide feedback about progress on volunteer activities.

2 Key Result Areas

2.1 Deliver Services to a High Standard

2.1.1 Key Responsibilities Include

- Delivery of facilitation services as per contractual and St John of God Hauora Trust requirements.
- Ensure that services and all activities of the service are delivered in a manner that meets the cultural needs of service recipients.
- Services delivered in a manner consistent with St John of God Hauora Trust Mission and values.

2.2 St John of God Hauora Trust Practice

2.2.1 Key Responsibilities Include

- Keep current and comply with St John of God Hauora Trust's systems, policies and procedures and relevant legislation, and constantly look for ways to improve processes and procedures.
- Make best endeavours to honour obligations to tangata whenua, mana whenua under Te Tiriti o Waitangi.
- Provide high quality, professional services and showing courtesy and respect in interactions.
- Demonstrate an honest respect for and appreciation of biculturalism and diversity by supporting fair treatment and equal opportunities for all.
- Contribute to the sustainability efforts of St John of God Hauora Trust through the responsible use of resources and equipment.
- Contribute to business planning, governance and control meetings and align work plans with the goals and objectives of St John of God Hauora Trust.
- Demonstrate commitment to own professional development, taking advantage of learning opportunities.

2.3 Risk Management

2.3.1 Key Responsibilities Include

- Contribute to proactive risk management for St John of God Hauora Trust, consistent with risk management policies and practices across the organisation.
- Provide robust and well considered advice to management on relevant risk, assurance and business improvement matters.

2.4 Health and Safety

2.4.1 Key Responsibilities Include

- Comply with Occupational Health and Safety Legislation and Regulations.
- Observe and role model all St John of God Hauora Trust's safe work policies, procedures and instructions.
- Take responsibility for your own health and safety and ensure no action or inaction on your own part harms others in the workplace.

2.5 Mission

2.5.1 Key Responsibilities Include

- Understand, support and promote the Mission and Values of St John of God Health Care.
- Demonstrate attention to the needs of the client to privacy, dignity and the maintenance of confidentiality.
- Provide a positive and supportive environment for colleagues.

2.6 Projects or Other Duties

Carry out other duties which may reasonably be required from time to time in the course of St John of God Hauora Trust's business and which fit the role's purpose as stated, and for which the position holder is qualified or has received adequate training or instruction.

3 Key Tasks

The following are key tasks of the role but this is not exhaustive and other tasks can be added at the discretion of management.

- Develop programmes taking into account client needs, contractual requirements, resource constraints, scheduling constraints and staffing;
- Prepare facilitation plan for all groups;
- Facilitate groups as directed by the manager;
- Evaluate group and programme delivery;
- Perform all administration and data entry tasks associated with all facilitation requirements;
- Provide supervision as requested by the manager;
- Participate in peer group supervision;
- Prepare written reports as required.

In addition to the above, the following is a list of tasks specific to the Facilitator role with a focus on Adventure Therapy:

- Deliver adventure therapy services;
- Assist in the evaluation of all adventure therapy activities;
- Assist in the preparation of risk management plans for all adventure therapy activities for ensure safety and wellbeing for all clients.

4 Performance Criteria

St John of God Hauora Trust has a Performance Management System which is undertaken annually. During this process, the manager and staff member will discuss and agree what contribution the staff member is expected to make during the review period towards achieving St John of God Hauora Trust's objectives. Objectives (consistent with the Key Result Areas and Behaviours in this Position Description and St John of God Hauora Trust's Strategic Plan); performance measures (indicators of achievement) and the support (including development) required by the staff member to achieve these objectives will be agreed.



Facilitator Person Specification

Education

- Relevant social services qualifications.
- Certification in outdoor pursuits (Adventure Therapy).

Candidates shortlisted for interview will be required to present original documentation and photocopies of qualifications at the initial interview. Human Resources will verify the qualifications, and arrange for validation by the awarding bodies.

Required Registrations/Certificates/Licences or Memberships

- Registration and Annual Practising Certificate with the relevant professional body

Technical or Professional Knowledge, Skills and Experience

- Extensive knowledge of counselling and/or social work and/or psychology.
- Understanding of child/adolescent/adult development.
- Facilitation experience.
- Working knowledge of relevant legislation (e.g. Children's Young Persons and their Family Act 1989, Health and Disability Services (Safety) Act 2001, Privacy Act 1993, Health Information Privacy Code 1994, Health Information Retention Act 1996, Health and Safety at Work Act 2015, Accident Compensation Act 2001, Health Practitioners Competency Assurance Act 2003, Human Rights Act 1993, Charitable Trust Act 1957, Building Act 2004).
- Extensive knowledge of safe delivery of outdoor pursuits services (Adventure Therapy).

Candidates who successfully reach the final stages of the selection process for this role will be required to undergo Criminal Conviction screening. A satisfactory report from the relevant agency will be a condition of employment.

Behaviours

Customer Focus

Developing and sustaining productive customer relationships and making their needs a primary focus of one's actions.

Contributing to Team Success

Actively participating as a member of a team to move the team toward the completion of goals.

Work Standards

Setting high standards of performance for self and others, and assuming responsibility for successful completion of tasks.

Continuous Learning

Actively identifying new areas for learning, seizing learning opportunities, and learning through the application of newly gained knowledge and skills.

Decision Making

Making logical and informed decisions using a methodical, thorough process to choose between alternative courses of action.

Gaining Commitment

Using appropriate interpersonal styles and techniques to gain acceptance of ideas or plans.

Communicating with Impact

Clearly conveying information and ideas through a variety of media in a manner that engages the audience and helps them understand and retain the message.

Managing Work (Includes Time Management)

Effectively managing one's time and resources to ensure that work is completed efficiently.

Responsiveness

Acts fairly and impartially in all dealings with others, respecting their rights and needs, demonstrating an understanding and respect for Maori, Pacific peoples' and ethnic minorities' values and beliefs. Incorporates cultural responsiveness and Equal Employment Opportunities principles into work practices and promotes Equal Employment Opportunities policy to peers and others.