

Title: Community Facilitator

Purpose of the job: Working as part of a team, the Community Facilitator will work to facilitate a variety of work, education and recreation opportunities providing a choice of stimulating options for people with an intellectual disability in the wider community.

Reports to: Team Leader

Directly Responsible for: Not applicable

Functional Relationships:

- Clients and families/caregivers
- Health professionals
- Community service and training providers

Key Job Outcomes/Accountabilities and Indicators of Success

Outcomes/Accountabilities required	Likely/expected actions contributing to achievement of outcomes
<p>Client achievement</p> <p>(1) Clients contribute to individual plans with a range of goals that help them bridge gaps in community involvement and participation.</p> <p>(2) Client independence is enhanced as a result of Skillwise support.</p> <p>(3) Reviews of support services and activities are conducted and documented based on client wishes, needs and development in the service.</p>	<p>Client achievement:</p> <p>(1) Identify, develop and utilise networks that are of benefit to clients.</p> <p>(2) Identify client preferences and capabilities and match services according to individual needs.</p> <p>(3) Develop 'partners' with whom support services are shared and build and maintain partner confidence, e.g. family/whanau, residences, community groups, employers.</p> <p>(4) Share information across networks about services provided and opportunities for partnership.</p> <p>(5) Complete goal oriented plans that benefit clients through connections, worthwhile activities and belonging.</p> <p>(6) Proactively communicate including 'home' visits, emails, phone calls in</p>

	<p>ways that <u>receivers</u> value and appreciate.</p> <p>(7) Take a problem-solving approach to removing obstacles for clients.</p> <p>(8) Facilitate individuals to become members then contributors to groups and to develop relationships with others.</p> <p>(9) Offer support to enhance clients being understood.</p> <p>(10) Make routines, expectations and relationships clear and support to help clients self-manage accordingly</p> <p>(11) Engage in community information and awareness, promoting Skillwise and challenging assumptions about clients as appropriate.</p> <p>(12) Deliver programs and use teaching tools according to client needs and interests.</p> <p>(13) Complete reporting requirements in terms of content and timeliness.</p>
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Outcomes/Accountabilities required	Likely/expected actions contributing to achievement of outcomes
<p>Personal development</p> <p>Awareness of human development for people with intellectual disabilities is enhanced and maintained through a proactive approach to continuous learning</p>	<p>Personal development</p> <ol style="list-style-type: none"> 1) Attend regular personal supervision. 2) Participate in Skillwise training programmes and opportunities for training. 3) Pro-actively identify and participate in other self-development opportunities e.g. coaching. appraisal. 4) Share learning with others.

Key behaviours and indicators of success

Personal Skills:

Behaviour to demonstrate	In meeting the job requirements you will	In exceeding requirements you are likely to
<p>Self awareness, confidence, control and development</p>	<ul style="list-style-type: none"> • Describe your feelings in a candid, authentic way • Articulate areas for personal growth & improvement • Utilise your strengths • Remain calm & level-headed in difficult situations or under stress • Be careful and organised in your work • Participate in a Skillwise sponsored coaching/mentoring program 	<ul style="list-style-type: none"> • Describe how feelings affect you and others in job performance • Solicit and welcome constructive criticism & feedback • Actively work to recognise and correct self-limiting beliefs and weaknesses
<p>Transparency</p>	<ul style="list-style-type: none"> • Act honestly, with integrity and be above reproach • Be open to others about your own actions e.g. openly admit mistakes • Treat own staff equitably and fairly 	<ul style="list-style-type: none"> • Confront unethical or inappropriate behaviour in others • Take tough, principled stands about integrity, even if unpopular with others
<p>Innovation and Adaptability</p>	<ul style="list-style-type: none"> • Seek out new ideas • Adjust to change quickly when required e.g. market changes impacting on the Skillwise 	<ul style="list-style-type: none"> • Generate new ideas • Modify your original thinking when faced with new data or information • Continue to act in the face of ambiguity
<p>Achievement and Initiative</p>	<ul style="list-style-type: none"> • Set and attain measurable, and challenging goals and standards • Organise time & resources to achieve job outcomes and maximise cost efficiencies • Continually learn ways to 	<ul style="list-style-type: none"> • Continuously identify opportunities for performance improvement • Pursue goals beyond what is expected • Create or seize opportunities for the future

	<p>do better</p> <ul style="list-style-type: none"> • Cut through “red tape” to get an effective result 	
<p>Resilience & Optimism</p>	<ul style="list-style-type: none"> • Cope with the pressure of the job • Maintain a positive outlook at work • Maintain focus and energy when job demands are high 	<ul style="list-style-type: none"> • Persist in achieving results by overcoming setbacks and obstacles
<p>Thinking and Deciding</p>	<ul style="list-style-type: none"> • Use business knowledge and tools to plan for and monitor and report performance • Research and or collect and use relevant information/criteria to make decisions • Identify and weigh pros and cons of options • Examine reasons for variance between planned and actual performance and act to “close the gaps” • Act decisively when called upon • Learn from and avoid repetition of mistakes • Assess and implement OSH and QA requirements • Maintain relevant technology knowledge and skills e.g. IT ordering and Scanning systems 	<ul style="list-style-type: none"> • Allocate thinking and “brainstorming” time in team meetings • Examine and articulate costs and benefits when generating options and alternatives • Keep up to date with relevant business and market knowledge • Establish criteria for decision making • Identify and communicate priorities for action and implementation • Balance use of resources across competing demands • Assist others to identify and act upon Skillwise hazards and security risks

Social Skills:

Behaviour to demonstrate	In meeting the job requirements you will	In exceeding requirements you are likely to
Empathy	<ul style="list-style-type: none"> • Listen well and be attentive to emotional and non-verbal cues/communication • Demonstrate sensitivity to and understanding of others' perspectives • 	<ul style="list-style-type: none"> • Relate well to diverse groups of people • Seek and obtain mutual understanding
Skillwise awareness & commitment	<ul style="list-style-type: none"> • Understand and articulate Skillwise vision and guiding values • Demonstrate commitment to Skillwise values 	<ul style="list-style-type: none"> • Understand, articulate and use crucial networks and "political" forces at work • Demonstrate commitment to the Skillwise's interest ahead of self-interest
Service orientation	<ul style="list-style-type: none"> • Make & keep commitments to others • Create a "climate" fostering a customer focused approach. • Demonstrate understanding of customer needs and match to right product or service • Offers appropriate assistance to others • 	<ul style="list-style-type: none"> • Proactively monitor levels of internal and external customer satisfaction • Seek ways to increase customer satisfaction and implement ideas
Teamwork	<ul style="list-style-type: none"> • Behave in friendly collegial ways modelling respect, helpfulness and cooperation • Contribute to building team morale • Recognise team success and share the credit • Maintain rapport and keep others well informed on plans, information and resources 	<ul style="list-style-type: none"> • Draw others into enthusiastic commitment to collective effort • Build team spirit and identity • Build and nurture relationships beyond the required functions