

**Title:** **Community Facilitator**

**Purpose of the job:** Working as part of a team, the Community Facilitator will plan, facilitate and deliver work and education opportunities providing a choice of stimulating opportunities 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
- Employment Support Coordinators
- SkillWise Management Team

**Date:** November 2013

**Key Job Outcomes/Accountabilities and Indicators of Success**

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

	<p>benefit clients through connections, worthwhile activities and belonging.</p> <p>(6) Proactively communicate including 'home' visits, emails, phone calls in ways that <u>receivers</u> value and appreciate.</p> <p>(7) Gently surface conflicts that may block progress and 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>
--	---

<b>Outcomes/Accountabilities required</b>	<b>Likely/expected actions contributing to achievement of outcomes</b>
<p><b>Personal development</b></p> <p>Awareness of human development for people with intellectual disabilities is enhanced and maintained through a proactive approach to continuous learning</p>	<p><b>Personal development</b></p> <p>1) Attend regular personal supervision.</p> <p>2) Participate in Skillwise training programmes and opportunities for training.</p> <p>3) Pro-actively identify and participate in other self-development opportunities e.g. coaching. appraisal.</p> <p>4) Share learning with others.</p>

## 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><b>Self awareness, confidence, control and development</b></p>	<ul style="list-style-type: none"> <li>• Describe your feelings in a candid, authentic way</li> <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>	<ul style="list-style-type: none"> <li>• Describe how feelings affect you and others in job performance</li> <li>• Solicit and welcome constructive criticism &amp; feedback</li> <li>• Actively work to recognise and correct self-limiting beliefs and weaknesses</li> </ul>
<p><b>Transparency</b></p>	<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>
<p><b>Innovation and Adaptability</b></p>	<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>
<p><b>Achievement and Initiative</b></p>	<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</li> </ul>	<ul style="list-style-type: none"> <li>• Continuously identify opportunities for performance improvement</li> <li>• Pursue goals beyond what is expected</li> </ul>

	<p>outcomes and maximise cost efficiencies</p> <ul style="list-style-type: none"> <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>• Create or seize opportunities for the future</li> </ul>
<p><b>Resilience &amp; Optimism</b></p>	<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>
<p><b>Thinking and Deciding</b></p>	<ul style="list-style-type: none"> <li>• Use business knowledge and tools to plan for and monitor and report performance</li> <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>	<ul style="list-style-type: none"> <li>• Allocate thinking and “brainstorming” time in team meetings</li> <li>• Examine and articulate costs and benefits when generating options and alternatives</li> <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>

**Social Skills:**

<b>Behaviour to demonstrate</b>	<b>In meeting the job requirements you will</b>	<b>In exceeding requirements you are likely to</b>
<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> <li>•</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> <li>•</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 cooperation</li> <li>• Contribute to building team morale</li> <li>• Recognise team success and share the credit</li> <li>• Maintain rapport and</li> </ul>	<ul style="list-style-type: none"> <li>• Draw others into enthusiastic commitment to collective effort</li> <li>• Build team spirit and identity</li> <li>• Build and nurture relationships beyond the required functions</li> </ul>

	keep others well informed on plans, information and resources	
--	---	--

**Job Paths to Failure and “No – Nos” likely to result in a loss of confidence are:**

- (1) Inability to take proactive steps of planning and service delivery
- (2) Inability to manage or achieve KPIs on a continuous basis
- (3) Inability to submit timely and accurate reports on client plans and deliverables.
- (4) Persistent failure to undertake personal development and or training.
- (5) Persistent unresolved conflict with management, staff, clients or external relationships
- (6) Persistent negativity, inflexibility and resistance (either overt or passive)
- (7) Disinterest in Skillwise vision, values or support mentoring programs
- (8) Repeated failure to comply with Skillwise procedures or policies or reporting requirements