

POSITION: Compass Facilitator

REPORTS TO: Coordinator

DATE UPDATED: October 2019

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

The ABI Compass is part of the Melbourne City Mission, Disability and Social Inclusion Unit, which is located in the Disability Services Division. Compass also works closely with a wide range of Specialist ABI services Acquired Brain Injury Unit.

Run by and for people with an acquired brain injury (ABI) compass members come together to learn from others who have experienced an ABI about rebuilding skills, readjusting to life and connecting friendships and relationships

JOB PURPOSE

The Facilitator supports participants of the Compass Group to build and develop skills by facilitating group skill development and encouraging participants to interact and achieve their individual goals.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

- Collaborating with participants to develop and implement Goal Achievement Plans (GAPs).
- Supporting participants to develop an activity or session tailored to their GAPs, including connecting participants with appropriate resources such as external services providers.
- Facilitating the activity or session designed by the participant/s.
- Supporting participants to build resilience, independence, confidence and skills.
- Facilitating skill development and assisting participants in completing tasks.
- Responding appropriately to participants presenting with behaviours of concerns.
- Participating in the development and implementation of appropriate resources, systems and procedures designed to improve the effectiveness of the program.
- Developing and maintaining collaborative, effective and integrated working relationships between participants, families and/or carers and service providers.

- Maintain accurate documentation in relation to client support and activities undertaken.
- Participate in regular supervision, meetings, performance appraisals, and training as required.
- Take responsibility for the safety and wellbeing of self and others.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Coordinator or delegate.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

Internal Relationships	<p>The Facilitator – Compass may have relationships with staff from a range of Melbourne City Mission program areas, dependant on the needs of the people they are supporting. Some examples may include:</p> <ul style="list-style-type: none"> • Staff from the Compass • Staff from Disability Services • Staff from Fundraising & Marketing team
External Relationships	<p>The Facilitator – Compass will actively liaise and network with a number of external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support.</p>

KEY SELECTION CRITERIA

Essential:

- Qualification in Community Services Work or related disciplinary, and/or a Certificate IV in Disability.
- Experience in facilitating group activities and participation.
- An understanding of acquired brain injury including knowledge of their impacts on people's behaviours and personality.
- Ability to work as a team and with others, including maintaining good working relationships.
- Excellent communication and interpersonal skills including verbal and written communication skills.
- Excellent problem solving and negotiation skills.
- Effective organisational and time management.
- Level 2 First Aid Certificate.
- An understanding of the requirements for ensuring child safety.
- Computer literacy, including proficiency in navigating web based reporting tools..

- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.
- Internet-enabled device for Time & Attendance when working offsite.

Desirable:

- Demonstrated experience working with people with an acquired brain injury
- Understanding of Disability Act 2006

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to MCM's *Employment Safety Screening Procedure*.
- All prospective employees are subject to satisfactory completion of employment safety screening prior to their commencement. This includes: National Police check, International Police check (if required), a Victorian Working with Children Check (if applicable), checking employees' names against the Disability Worker Exclusion List (DWEL) maintained by the Disability Worker Exclusion Scheme (DWES) Unit (if

applicable), a Disqualified Carer Check against the Victorian Carer Register (if applicable), and the right to work in Australia.

- Prospective incumbents who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check where it forms part of the Safety Screening requirements for DHHS funded services or NDIS Risk-Assessed roles. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Home Affairs website: <https://immi.homeaffairs.gov.au> (search 'police check').

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	Customer Focused We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
PEOPLE	Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.
PEOPLE	Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	We are inclusive and accepting of difference. We work in highly effective teams and our people are connected across our organisation. We engage proactively with others to deliver outcomes.
Courageous	We speak up constructively in line with our convictions. We pursue our goals with determination.

	We are passionate about our advocacy role.
Curious	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
Open	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
Accountable	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>