



Job Description

Position	Facilitator
Reports to	General Manager
Last updated	December 2019

Key Relationships

Internal

General Manager
Wellbeing Team
Art Team
Participants

External

Participants
Partner Agencies
Health practitioners

Position purpose

The Facilitator position exists to deliver, develop and evaluate programmes to MIX participants and to contribute to the planning and development of these.

It is also to support the promotion of MIX to the community and health care services to maximise service use. This includes building safe, healthy relationships with the participants, ensuring that clear professional boundaries are maintained and understood.

The role requires individuals to hold a high level of professionalism at all times to ensure that the participant/s observe positive role modelling.

MIX staff are committed to the principles of the Treaty of Waitangi and cultural sensitivity into all aspects of work. Facilitators require to maintain an appropriate bicultural and multicultural focus in all activities, and when needed, have communication with both Maori and Pacific mental health services.

In addition to this, all members of the MIX Team are expected to proactively monitor and commit to ensuring that all health and safety requirements are met. This includes being up-to-date with expectations, processes and policies and acting in accordance with these.

The job description does not list in detail every task or activity the post-holder undertakes; it provides a purpose of the role and a general overview of the expected responsibilities and day to day tasks needed to fulfil the role.

Values

All employees of MIX are expected to behave in accordance with our values of seeing all of the individual, working together, creating opportunities and striving for growth and empowerment. This includes being a positive role model to others by demonstrating behaviours that are consistent with these values.

Professional Development

Facilitators undertake regular supervision with agreed supervisor in-line with frequency and cost and make every effort to benefit from supervision.

Facilitators are expected to continue their development of personal qualities and professional practice to improve and maintain work skills and knowledge, including but not limited to, partaking in ongoing training when required, including first aid training.

Key Accountability Areas

Programme Planning and Delivery

This will be achieved by but not limited to:

- Working collaboratively with other team members and/or on individual activity/workshop to plan the content for programme workshop/activity as required.
- Preparing relevant promotional and information material relating to programme (e.g. posters to promote specific activities).
- Setting up and delivering programme activities according to timetable and programme plan including:
 - Ensuring provision and preparation of lunch for participants when required.
 - Taking participants on trips out.
 - Running identified programmes on a regular basis (e.g. Wellbeing groups, Friday courses).
- Running recovery-based workshops in accordance with the programme and roster, including preparing necessary resources and content.
- Liaising with programme guest presenters, e.g. community groups, guest speakers to invite their participation in the programme and following through to ensure their involvement runs smoothly and meets the needs of the participants
- Running participant meetings and writing up notes, actions, decisions, according to agreed processes.
- Ensuring the purchase of resources necessary for the activity as required.
- Maintaining an awareness of the relevance and effectiveness of the programme, including identifying opportunities for improvement and taking action to implement these, as well as ensuring participants have an opportunity to feedback and input into the programme.
- Completing all necessary record-keeping relating to participants according to agreed standards and processes to ensure these are up-to-date, relevant and useful (e.g. roll, record of outings, incidents, file notes, etc).

Participant Care

This will be achieved by but not limited to:

- Welcoming new participants and completing registration forms.
- Offering individual support to participants as required, e.g. use of coping strategies, creating and implementing a support plan, referring for advocacy services.
- Maintaining an awareness of goal, support and risk plans for participants, including liaising with external agencies and/or clinical teams as required to ensure plans are relevant and effective for the participant.
- Responding to incidents and/or complaints, including:
 - Working with participants to ensure effective resolutions.
 - Completing incident reporting according to agreed process and standards.
- Ensuring a safe environment by constantly assessing risk, taking action to intervene appropriately (e.g. from de-escalating to seeking clinical intervention), seeking support from team members and General Manager as required to ensure effective outcomes.

Team Support

This will be achieved by but not limited to:

- Maintaining an up-to-date awareness of team and organisational activities, priorities and other information, including by keeping up to date with communication and notices.
- Participating positively in team meetings.
- Participating in trip planning as required, including completion of risk register, planning and promotion of trip.
- Ensuring the completion of administrative tasks on paper files and e-files on a regular basis (e.g. attendance and participation records).
- Contributing to a clean, tidy, positive environment by completing routine cleaning and maintenance tasks on a regular or ad hoc basis.
- Any other duties as required by the General Manager.

Person Specification

Qualifications

- A Tertiary diploma in a related field (e.g. Mental Health) is highly desirable.

Skills and Experience

- A minimum of 2 years' experience working in the mental health field, ideally in a community-based environment.
- Proven ability to work effectively in a small team environment, including completing a wide range of tasks and responsibilities to support the overall team.
- Comfortable with learning and working quickly depending on what happens on the day.
- Passionate about and able to communicate with a broad range of people, including those who may be vulnerable, struggling in their lives, or with minimum literacy.

Competencies

Communication: uses excellent written and oral English to ensure effective communication with a wide range of clients; adapts communication style to suit the audience; listens well to identify client requirements.

Planning and Organising: uses sound planning methods to ensure participants' needs are met and deadlines and priorities are managed effectively; maintains a clean and tidy work environment.

Relationship Management: builds and maintains positive relationships with internal and external stakeholders; works positively with people to achieve results even under difficult circumstances.

Team Work: works collaboratively with others to achieve the right result for the client and/or the organisation; shares own ideas and contributes positively to the team; is flexible to do tasks beyond own job to support the team from time to time.

Judgement and Decision Making: knows when to involve others in decisions; uses sound judgement to assess a situation and decide the best response or action.

Drive and Energy: willingly takes on additional tasks to support the wider team; identifies opportunities for improvement to own work tasks and area and acts on these as appropriate; demonstrates commitment to getting the job done even under difficult circumstances.

Customer Service: clarifies customer expectations and ensures needs are met; responds quickly to effectively respond to customer requests; relates well to a wide range of customers; manages difficult situations effectively to ensure the best possible outcome.

Problem Solving: acts to solve problems in own work tasks and area, using sound problem solving techniques; understands when to involve others to seek a solution to a problem.