

Program Facilitator – Centre Based

Position Title: Program Facilitator – Centre Based

Classification: SCHADS Award: Social and Community Services
Employee, level 4

Reports to: Area Manager / Service Manager

About CPL

CPL – Choice, Passion, Life, part of the CPL Group, is the leading provider of integrated support, therapy and advice for people living with a disability in Queensland and Northern New South Wales, and their families. We work with our clients at every stage of their lives. We deliver the very best support, guidance, technology and understanding possible, so people can achieve the things that matter the most to them. We know that given the right opportunities, people can grow beyond expectations and create amazing lives. It's why we refuse to compromise in chasing the best lives for our clients, and ourselves.

Our Vision

An inclusive society for all people.

Our Purpose

To provide services for people with disability so they can lead the life they choose.

Our Difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our Values

Our values are a promise. A promise of how we will work with each other and with our clients, make decisions and choose to act.

Be Here

At CPL Group, we love what we do and it shows in the way we choose to "Be here", contribute our expertise, our time, our energy and our ideas to make a difference. We always work to the best of our abilities to deliver quality services and support, holding ourselves accountable for our behaviours, action and delivering on our commitments.

Connect

Having genuine connections with others is what we're all about at CPL Group. We value relationships, we work respectfully, and we always aim to add value in our interactions and find positive win/win solutions.

Tune in

Everyone has individual needs and may need different solutions; we recognise and respect this at CPL Group. Tuning in means we listen to understand and ask questions for clarity, before we act, which we do with empathy and care.

Grow

There's always more we can do, which is why we strive for improvement and excellence, continually looking to improve ourselves, our ways of working and the impact we create. We value opportunities to learn and develop because we know personal growth is achieved when we step outside our comfort zone.

Speak up

We are confident to speak up and share what we have to say at CPL Group. We communicate with respect and honesty, and raise issues so they can be resolved, particularly when it comes to the safety and wellbeing of ourselves and others.

Position Purpose

To facilitate Support in Centre (SIC) group based programs supporting people with a disability to achieve their goals through participation in meaningful learning, life skills and leisure activities at the centre and within the local community.

Under the general direction of the Area /Service Manager, the Program Facilitator will support and enhance the day-to-day operation of the service and/or community-based programs and ensure appropriate and relevant access to a wide range of opportunities for clients, many of whom have high and complex support requirements.

This position is predominately centre based although there will be times when the Program Facilitator will be required to work within a community setting.

The Program Facilitator will assist with day-to-day operations to ensure seamless and effective delivery of services.

To support continuous improvement in the business performance of the services department and effectively contribute towards achievement of the organisation's vision and purpose.

Key Responsibilities

- Work in collaboration with other Program Facilitators to develop and implement a program of flexible and creative activities which reflect the individual needs, interests and aspirations of the client group.
- Assist the client/s to achieve a valued lifestyle similar to others within the community.
- Work with the Area/ Service Manager to ensure that centre-based programs are appropriately resourced.
- Be the key point of contact for clients and staff regarding day-to-day operational aspects of programs.
- Actively participate with management and relevant client/s in the recruitment selection of staff and/or matching of existing staff to clients.
- Ensure that clients involved in programs have ongoing opportunities to develop their interests, skills and talents.
- Liaise with community groups, organisations and individuals to ensure clients are participating and active members in their local community.
- Take relevant and timely action as per CPL's WHS policies, to maintain a safe working environment for clients, staff and other community members.
- Work in conjunction with the Area /Service Manager to ensure that transport is arranged so that clients can attend their daily programs.

- Provide clients with personal care assistance as required which may include all aspects of personal hygiene.
- Provide timely and appropriate information and reports as required.
- Provide guidance, support and training to staff, volunteers and clients as required.
- Provide leadership at regular staff/client meetings.
- Provide point of reference for client/staff/others (volunteers, etc) and problem solving when necessary.
- Provide administration support relevant to program areas which may include the preparation of rosters and day activity schedules for the efficient running of the program. This may include coordinating transport solutions.
- Participation in relevant service delivery activities as directed by senior staff.
- Undertakes other responsibilities as required and directed by the Manager.

Supplementary Responsibilities

- Embodies CPL Group values in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.
- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key Customers

- CPL Clients
- CPL Direct Support Workers
- Reports directly to the Area Manager / Service Manager
- External Support Coordinators
- External Plan Managers
- National Disability Insurance Agency.

Selection Criteria

Applicants must individually address the following criteria in writing to be considered for this position:

- Demonstrated high level of understanding on group dynamics with effective strategies to develop effective teams.
- Demonstrated high level of communication, negotiation and conflict resolution skills.
- Demonstrated skills in the development and implementation of flexible, innovative centre based day programs.
- Demonstrated skills and expertise in specific program requirements as applicable.
- The ability to work both in a team environment and independently in the community.
- The ability to keep accurate records and prepare written reports as required.
- Ability to exercise judgement, initiative and problem-solving skills within defined guidelines.
- The ability to effectively monitor, support and supervise staff.

Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Relevant qualifications and/or extensive equivalent experience in the provision of services to people with a disability.
- Knowledge of and alignment with the philosophy and objectives of all relevant legislative requirements.
- Open driver's licence and willingness to drive CPL vehicles including wheelchair modified buses.
- Capacity to work flexible hours as required. (May include some weekend and after-hours work),
- Capacity to undertake manual handling involving personal care.
- CPL is committed to the safety of our staff. People handling and manual handling are integral components of direct support work and a degree of physical fitness, strength and flexibility is required to undertake this role safely. Safe handling procedures are documented and equipment including slide sheets and hoists, and training are provided.
- Current 'C' class driver's licence.
- Current Senior First Aid and CPR Certificate.
- A Working with Children Check, valid in Queensland, or in New South Wales.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.