

Group Facilitator

Position

This position is within Child & Family. It is part of various Child & Family Services teams.

- This position reports to the Team Leader
- Reporting line may vary depending on location and service size
- This position does not have any direct reports This position may have direct reports, positions vary
- This position has the following direct reports:
This position is designated Band 7 under the *Schedule of Authorities and Delegations*
- This position is a budget holder This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position does require a working with children related clearance

Purpose

The purpose of this position is to use strength based, trauma informed frameworks in a group setting as a therapeutic intervention for clients to improve outcomes.

Focus

To achieve this purpose, the position holder would typically:

- Plan, develop and facilitate or co-facilitate evidence informed therapeutic groups and health promotion workshops which enhance the well-being and health of clients within the service. The focus of groups will be dependent upon the type of service and client group, and may include a focus on women, youth, children, and/or families across a range of issues such as domestic and family violence, child sexual assault, grief and loss, mental health, parenting, drug and alcohol misuse, and the effects of trauma.
- Develop and deliver specific programs relating to the service such as transition to parenthood, transition to primary or secondary school, mentoring for at risk young people, parenting groups, and youth groups.
- Perform psychosocial and risk assessments (assessing needs, safety, support systems, self-care, readiness for group work, trauma history and effects of the experience and child protection concerns) to promote safety of groups, reduce risk of triggers and avoid re-traumatisation.
- Engage clients using appropriate approaches and risk minimisation processes.
- Conduct, collate and analyse group evaluations, client feedback and consultations with clients to improve the quality of groups and outcomes for clients.
- Support the delivery of health promotion and community education workshops to raise awareness of issues that may be impacting clients of the service, address the effects of trauma and reduce social isolation.
- Empower clients through provision of information supporting them to make informed choices.
- Coordinate with other service providers to plan and promote group work in the local area, creating partnerships and networks to improve outcomes for clients.
- Support Child & Family Practitioners to develop and/or deliver workshops and groups, with a view to practitioners independently running groups, providing practitioner debriefing opportunities following groups where applicable.
- Coordinate with the Manager, Practice Support, other Group Facilitators, and other services across The Benevolent Society to improve outcomes for clients, as appropriate.
- Coordinate group registrations and communication with clients participating in groups.
- Assist clients to engage with wrap around services directly, as appropriate.
- Attend review meetings, case conferences, worker meetings and consultation meetings, as required.

- Support other Child & Family Services teams during busy periods or during periods of leave.
- Document client services and evaluation using technology systems in a clear, logical, understandable and timely way.
- Advise the Team Leader of any significant changes or concerns regarding the client as soon as possible.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.

This position may be offered as a specialisation:

- For example, Women and Family Health, youth, parenting, mentoring etc

Where the role is offered as a specialisation the position holder would typically:

- Coach, advise and provide on the job support to Child & Family Practitioners and Support Workers to better understand and apply strengths based frameworks as related to their area of speciality
- Maintain currency of knowledge and practice and share learnings with the team to improve practice.
- Work with the Manager, Practice Support to build capability across the team as it related to their area of speciality.

When things are going well we would expect to see these outcomes:

Outcomes

- Greater consistency and quality in group work programs across services and the area management structure generally.
- The way we work with clients is effective and appropriate interventions aligned to a strengths based framework are utilised.
- Clients accessing the group report they are healing from the effects of trauma, abuse and other forms of chronic adversity. They feel empowered, have increased safety and experience less shame and self blame.
- Improved mental health and wellbeing outcomes for clients are identified as an outcome of service delivery.

We work collaboratively with others, however this position works close closely with:

Relationships

Within The Benevolent Society:

- Support workers
- Counsellors and Child & Family Practitioners
- Manager, Practice Support
- Managers

Outside The Benevolent Society:

- Clients and the community
- Other service providers and agencies

To achieve the position purpose and outcomes the position holder will need to have:

Individual

- Degree qualified in social work, psychology or similar
- At least 3 years experience providing counselling services and/or group work
- Experience planning, facilitating and evaluating therapeutic groups for individuals and groups, particularly in area of specialisation for the service
- Demonstrated ability to deliver education programs and awareness raising workshops, particularly in the area of specialisation for the service
- Experience delivering evidence-based programs and services to optimise parenting, child development, health and outcomes for clients
- Understanding of domestic violence and child protection issues such as drug and alcohol use, mental health issues, and the impact of trauma and the effect on attachment, child behaviour and development
- Ability to establish therapeutic relationships with clients
- Ability to apply counselling group work theories, skills and knowledge to clients in a group setting
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities
- Certificate IV in Training & Education would support success, but is not essential.

Travel	This position may require some flexibility in terms of travel or hours of work:
	<input checked="" type="checkbox"/> Overnight travel/stays may be required
	<input checked="" type="checkbox"/> Some weekend work may be required
	<input checked="" type="checkbox"/> Some evening work may be required
	<input checked="" type="checkbox"/> Travel between office locations/regions may be required
	<input checked="" type="checkbox"/> Travel to clients (varied locations) may be required
	<input checked="" type="checkbox"/> Use of own registered, insured motor vehicle for business purposes may be required
<input checked="" type="checkbox"/> Use of TBS pool cars may be required	
All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.	

Context	Those with knowledge of this position say the things that might make your day are:
	• Being able to positively influence a client's future
	• Being able to advocate for the needs of people impacted by violence range of issues
	• Working with the team to get a comprehensive view and reach better outcomes
	• Reflecting on positive feedback when suggestions have been helpful
	• Using group work as an effective means to addressing the impact of secrecy, shame, guilt and self-blame resulting from trauma, abuse, violence and other child protection issues.
	Those with knowledge of this position say some key challenges you might experience are:
	• Potentially serious consequences of decision making and its impact on clients
	• Ensuring self care to prevent burn out
	• Managing competing priorities and needs of stakeholders
	• Managing group dynamics to avoid re-traumatisation of participants

Approvals	Approver	Director, Human Resources	Date: 29 November 2016	Position Code: CFS021	
	Review history	V1.0 Release			
	Advertising	Educator, community services, social work/er, youth work/er, child protection			
This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.					