

Position Description

Practice Facilitator



Branch	Organisational Excellence
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 5
Reports to	Senior Manager, Practice Excellence
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	February 2021
Approved by	Senior Manager People and Culture
Review date	February 2022

Our Values

Integrity Acting fairly, honestly, openly and consistently.

Inclusion Valuing diversity, connection, belonging and social justice for all.

Learning Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Position Purpose

The Organisational Excellence Branch drives Social Futures' accountability and performance through consistent application of quality, compliance, reporting, practice excellence, learning, development and contract management. The Organisational Excellence Branch has a core focus on relationship management as the first point of participant contact, organisational administration and management of alliances and subcontractors.

The Practice Facilitator facilitates the development, delivery, implementation and evaluation of staff capability programs across the organisation and promotes best practice in service delivery to achieve high quality service outcomes for customers. This role supports and contributes to the *Learning and Development Framework* to ensure quality and consistency of organisational learning and development activities that are continually improved and aligned with the Social Futures Practice Framework and other organisational requirements.

Key Accountabilities

A high level description of the most critical and important aspects of the position

- Contribute to the identification and assessment of current and future learning and development (L&D) needs and priorities within the organisation in consultation with managers, staff and external stakeholders.
- Develop and implement learning packages including resources, online modules, face to face/online training and through the Community of Practice to address L&D needs and priorities and support a consistently high standard of safe and effective service delivery.
- Plan, promote and deliver a calendar of training events and Communities of Practice sessions
- Facilitate practice skill development and child and adult safe practice through formal training, Community of Practice, coaching, feedback, and mentoring.
- Identify and assess quality training providers to deliver accredited and non-accredited training activities to address identified needs
- Contribute to the regular review and development of the Social Futures Practice Principles and Framework and ensure the Social Futures Practice Principles and Framework are embedded in the learning packages and other L&D activities
- Undertake the day to day management and administration of all aspects associated with learning and development activities, including the management of the learning management system and training events.
- Evaluate and report on the effectiveness of learning packages to ensure the application of skills and techniques are meeting organizational requirements, and identify and implement changes to improve the effectiveness of the package.
- Assist Managers and Team Leaders with the implementation of procedures and tools which promote and maintain quality practice including supervision approaches.

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Working across a large geographic footprint supporting practice of teams at multiple sites
- Ensuring staff are supported to achieve required levels of competency in response to organisational priorities and/or legislative and policy changes within required timeframes.
- Balancing competing priorities of responding to requests for tools and resources and being proactive into areas of slow engagement

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Report on performance against agreed measures and discuss future directions. Identify emerging issues and risk and their implications and propose solutions
Team	<ul style="list-style-type: none"> Work collaboratively with all team members to achieve key performance indicators
Broader Social Futures Team	<ul style="list-style-type: none"> Collaborate and consult to identify learning and development priorities and solutions and consistency with approaches Seek and respond to feedback and suggestions for improvement in the learning packages
Key internal customers	<ul style="list-style-type: none"> Facilitate relationships to ensure services meet current and evolving needs and expected service delivery standards. Facilitate relationships to ensure services meet current and evolving needs and expected service delivery standards
External	
External vendors and service providers	<ul style="list-style-type: none"> Facilitate relationships to ensure a high standard of service delivery Facilitate collaborative networks and relationships to share ideas and learnings, maintain currency of issues and leverage intelligence

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Adept
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Deliver Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate

Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	intermediate
	Project Management	Adept

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Act with integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Deliver Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Business Enablers	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks

Technology		<ul style="list-style-type: none"> • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies •
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Tertiary qualification and / or extensive experience relevant to the position and/or Certificate IV Training & Assessment
- Experience in developing and facilitating learning and development activities in the community services industry to a wide variety of participants, including tailoring approaches to address individual differences such as culture and disability
- Understanding of adult learning principles and their application to the design and delivery of effective learning and development solutions
- Strong communication, interpersonal and negotiation skills, with evidence of successful relationships with a wide range of stakeholders to support service outcomes
- Well-developed understanding of supporting evidence-based practice in culturally aware, trauma informed, child safe, person-centred support and reflective practice
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines
- Strong computer literacy skills with the capacity to work with various management reporting systems
- Proven ability to work effectively and as part of team to enhance positive workplace culture

All positions will require current National Police and Working with Children Checks as a condition of employment.

Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Frequently
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Daily
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our team members	Daily
	Liaise with government, non-government, businesses, and other community organisations	Regular
	Liaise with clients/customers	Occasional
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and sitting and concentrating for long periods of time	Daily
	Use technology including photocopier, mobiles, projectors, video conferencing, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Frequently
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level E - Planning at an operational level is necessary for periods in excess of one month affecting the work area or a range of other positions
2	Freedom of the position to act (autonomy)	Level C– Decisions will either be guided by practices, procedures and precedent or will be made in consultation with the supervisor/overseer/team leader
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level C – Problems are solved by reviewing a range of options and recommending the best alternative to the team leader/supervisor
4	The level of verbal communication skills required of the position	Level C - Respond to complex enquiries that require detailed and careful explanation
5	The level of written communication skills required of the position	Level D – Write correspondence and standard reports and submissions that require original content, wording, sentence and paragraph construction
6	Risk Consequence	Level C – Moderate
7	Minimum level of practical experience required of the position in addition to required qualifications	Level C – 2 years up to 3 years
8	Leadership and work coordination skills required of the position	Level C – Leadership and organisational skills are required to develop and control a work area or project involving frequent contact with other staff to resolve minor problems
9	Number of employees for whom the position is accountable	Level A – The position is not accountable for employees
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1