## **Job Description**

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| **Position:** Programme Facilitator Personal Focus    **Date prepared:** June 2016  **Reviewed:** August 2019 | **Prepared by:**  MB, GM Operations  AW, Team Leader – Personal Focus |

**Purpose of position:**

To provide one-on-one and/or group support/training that assists an individual in their recovery from their experience of mental distress. The primary focus of this role is to encourage citizenship through: meaningful community engagement, education, employment, relationships, health and wellness. Using a Strengths Assessment and Personal Goal Planning develop programmes and tailored support that meets the identified needs of individuals.

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| **Reports to:** | Team Leader, Personal Focus |
| **Responsible for:** | N/A |
| **Functional relationships:** | * Family/ whanau if appropriate * Other Ember services and employees * Community Agencies * Education and Training providers * Mental Health Service Providers * General Public |
| **Authorities** | Financial – to work within delegated budgets |

**I have read and understood this version of my job description**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Key Result Area** | **Performance Standard** | **Performance Measure** |
| Assessment | * Wellbeing Assessment completed for each consumer * Personal goal plans are developed in partnership with individuals and the Programme Agreement | * Wellbeing Assessment completed. * Personal goal plans developed, documented and reviewed |
| Programme Agreements for group programmes | * The design and implementation of Programme Agreements for each programme with accompanying budget | * Programme Agreements available * Budget available |
| Facilitate citizenship through meaningful community engagement, education, employment, natural supportive relationships, including family and friends, and health and wellness | * The Programme Facilitator supports the individual in the fulfillment of their goals and objectives as identified * The Programme Facilitator assists and encourages the individual to establish natural community supports external of Ember | * Personal Plans are regularly reviewed to ensure implementation and progress is tracked * Community supports are identified and utilised |
| Evaluation | * Evaluation tools must be incorporated into programme development | * Evident in the programme evaluation form |
| Service Planning and Development | * Attends meetings and contributes to service planning * Attends Team Business Planning meetings to develop annual plans in accordance with organisational strategic goals * To contribute to the quarterly review of the above * Attendance and full contribution to meetings:   + Monthly Employee Briefings   + Team meeting | * Adjustments to service delivery are implemented * Business plans are in place * Quarterly report is completed * Participation in meetings |
| External Relationships | * Developing and enhancing external relationships with referrers * Promoting accessibility of nationally recognised qualifications, for example, promoting and supporting applications for the Floris de Groot Scholarship * To network with appropriate community, youth and mental health agencies, for example, Community Mental Health Centers, Mental Health NGOs, Kari Centre | * Regular updates to referrers are documented * Uptake of external formal study is evident * Links are established with relevant mental health services for each person we serve |
| Quality | * Ensuring all aspects of the Mental Health Standards are observed and incorporated into programmes * To work to the Ember Policies and expectations of professional behavior and accountability | * Quality audit * High standards of practice |
| Promotion | * To provide relevant information when appropriate to people we serve, support persons and community service providers on mental health issues * Contributing to newsletter and other Ember publications * Contribute to committees/ working groups and as required | * Information is freely available * Articles and reports available * Evident in minutes, papers, reports and outcomes |
| Administrative Duties | * All reports are accurate and delivered on time * Programme runs within allocated budget * To maintain timely and up-to-date records in the client database (Lifedata) * Participation in all quality audits and surveys. * The equipment and buildings are maintained in good working order and secure * Accurate fortnightly time sheets are entered into DataCom as required | * Monthly report content as requested * Monthly budget * Keeping records of expenditure, client contributions and reporting on any variances. * Lifedata documentation is up to date for all people we serve * No breaches of the Acts related to privacy and confidentiality * Standards are maintained and repairs notified to Team Leader or Senior Coordinator * Timesheets completed at specified time |
| Professional Development | * Development plan created and agreed with Team Leader * Monthly supervision attended * 6 monthly and annual Performance Appraisal is completed * Attend compulsory training, for example fire and First Aid | * Training aligns with service requirements, strategic plan, organisational goals and values * Attended and records kept * Demonstrates Ember’s values in standard of practice and objectives met * Attendance recorded |
| Health and Safety | * Monitor Health and Safety relevant to the needs of Service and which comply with the Health and Safety at Work Act 2015 (HSWA) and its amendments. * Ensure your own health and safety and also the health and safety of other colleagues and/or visitors to our premises | * Ensure your own health and safety and also the health and safety of other colleagues and/or visitors to our premises * Potential risks are identified and appropriate action is taken. |

***The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as a list of all responsibilities, duties and skills required of the position and the incumbent.***

**KEY COMPETENCIES/SKILLS**

**Skills:**

* **Working with disabled people**
* **Working with Maori**
* **Working with Families and Whanau**
* **Working within Communities**
* **Challenging Stigma and Discrimination**
* **Upholding Law, Policy and Practice**
* **Maintaining Professional and Personal Development**

# **Personal Attributes:**

* **Compassionate & Caring:** sensitive and empathetic
* **Genuine:** warm, friendly, fun, have aroha and a sense of humour
* **Non-judgmental:** non-discriminatory, welcomes diversity
* **Open-minded:** culturally aware, self-aware, innovative, creative and positive

risk takers

* **Optimistic:** positive, encouraging and enthusiastic
* **Patient:** tolerant and flexible
* **Professional:** accountable, reliable and responsible
* **Resilient**
* **Supportive:** validating, empowering and accepting
* **Understanding**

## **Role-models and upholds key Embers Values:**

* **Demonstrating Integrity**
* **Valuing Diversity**
* **Working Collaboratively**
* **Striving for Excellence**
* **Communicating Effectively**
* **Financial Sustainability**
* **Environmental Responsibility**
* **Embracing Aroha**

***Questions relating to the job description should be directed to:***

**Team Manager, Personal Focus, PO Box 22 424, Otahuhu, 1640, Auckland**

**Phone: (09) 8155113 or E-mail: alexis.williams@ember.org.nz**

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| Ember-Horizonatl Logo - Primary | **HR-16 – Hazard Register and Management Controls** |

All work roles have inherent hazards associated with them. The roles that you will be involved in at Ember Services Limited are no exception. As an employer, Ember is required by law to manage such hazards.

Possible hazards associated with your role are listed in this document, together with measures which have been designed to ensure your Health, Safety and Wellbeing (OHS)

The listed “management control” measures include various equipment, processes, policies and/or approved procedures.

All employees are expected and required to follow the established controls.

In addition to the above, all work areas have processes in place to identify hazards specific to that area. Your site OHS representative/s are trained and will be able to assist you with any OHS issue.

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| Review Date: May 2018 | Version No: 5 | Page 1 of 4 |

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| **Role/Task/Position** | **Hazard** | | **Possible Outcome** | | **Controls in place to Manage** | |
| VDU users  (all employees) | Overuse and/or  ergonomics | | Strain Injury | | **Minimize by:**   * Workstation assessment, equipment and setup * VDU Training * Manually varying tasks * Taking regular breaks away from computer or task | |
| Manual handling/lifting | Excess weight | | Strain | | **Minimize by:**   * Back Care training * Utilizing appropriate services * Use of trolleys * Ask others for help/assistance | |
| Working with public and consumers | Unwell/stressed consumers and families | | Verbal Abuse, Violence/aggression Stress | | **Minimize by:**   * Attend appropriate training * Utilize team based processes * Supervision * Debriefs * Be familiar with procedures for dealing with violence (security, police) | |
| Working with public and consumers  (all support worker) | Unwell (infectious people) | | Infectious Disease | | **Minimize by:**   * Infection control training appropriate to area – local procedures * Utilizing Personal Protective Equipment (PPE) * Paid sick leave and Return to Work programme * Vaccination programmes | |
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| **Role/Task/Position** | | **Hazard** | | **Possible Outcome** | | **Controls in place to Manage** | |
| Working with public in the community | | Isolation/lack of support | | Poor outcomes, stress, potential injury | | **Minimize by:**   * Safety in the Community Policy – alert to danger cards * Local procedures (e.g. cell phones, access to consultation) * Team based reviews, risk management plans * Employee Assistance Programme (Stratos counselling/support) * Regular supervision with Manager | |
| Driving for work – company vehicles  (All Employees) | | Usual traffic hazards | | Breakdown/injury | | **Minimize by:**   * Current driver’s license/NZTA Driver Check * Vehicle maintenance/e-learning training * Plan journeys and allow time for travel   ⦁ Driver responsibility  ⦁ Insurance/roadside rescue | |
| All Employees | | Slips and falls | | Potential Injury | | **Eliminate / or minimize by:**   * All employees are required to clean up a spill or remove an unsafe obstacle * Report hazard to Manager or OHS Rep * Use of provided ‘Spill Kit’. | |
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| **Role/Task/Position** | | **Hazard** | | **Possible Outcome** | | **Controls in place to Manage** | |
| All Employees | | Long hours  Lack of training/support  Bullying  Harassment | | Stress | | **Minimize by:**   * Report hazards, alert direct Manager, attend regular supervision * Regular meetings and appropriate training * Employee Assistance Programme (Stratos counselling/support) * Utilising own GP * Harassment Policy/Officers * Having regular leave for rest and relaxation. | |
| All Employees | | Machinery/electrical appliances | | Potential Injury  Lack of service | | **Minimize by:**   * Regular maintenance / checklist * Utilizing appropriate support services * Report hazard to Manager or OHS Rep | |
| All Employees | | Chemicals (very limited) | | Exposure/Injury | | **Minimize and/or Eliminate by:**   * Clearly labelled and correctly stored * Accompanying Safety Data Sheet (S.D.S) / manufacturers instructions * Training * Purchase and use of non-toxic cleaning materials | |
| UV Exposure (All involved in outdoor activities) | | Sunburn  Sun Stroke | | Skin damage  Skin cancer | | **Eliminate by:**   * Use of Sunscreen, hats & suitable clothing * Shaded areas / Sun Protection Policy * Training, information and guidance | |
| **Area or Role Specific** | |  | |  | |  | |