

Position Description - Schedule B

Position: Facilitator

Reporting to: First Signs Team Leader

Purpose of the position:

To provide direct services to service users according to the attached service schedules. To engage with the local Deaf and hearing communities on behalf of Deaf Aotearoa to represent issues related to the Deaf community in line with our strategic focus areas.

Key Internal Relationships:

Deaf Aotearoa Leadership Team; other service delivery staff; other support staff

Key External Relationships:

Deaf community members; members of the public; other partner agencies

Key Responsibilities	Yes	No	Expected Outcomes
Hauora Duties as contained in the specific service schedule attached	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text. Approx. hours per week
Employment & Career Advancement Duties as contained in the specific service schedule attached	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text. Approx. hours per week
Youth Service Duties as contained in the specific service schedule attached	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text. Approx. hours per week
First Signs Duties as contained in the specific service schedule attached	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Click here to enter text. Approx. hours per week
NZSL Tutor Duties as contained in the specific service schedule attached	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text. Approx. hours per week
Other Duties as contained in the specific service schedule attached	<input type="checkbox"/>	<input type="checkbox"/>	Click here to enter text. Approx. hours per week
All duties are delivered at the direction of the Team Leader. Working hours are detailed in the Individual Employment Agreement and may be varied to meet business needs or requirements.			

Service Schedules

Hauora	<ul style="list-style-type: none"> • Coordination of multiple services • Provision of advice & information • Representation and specialist support • Providing access to specialist equipment
Employment & Career Advancement	<ul style="list-style-type: none"> • Pre-Employment: Offer guidance, support and information, including CV preparation, written and video • Placement: Active marketing of work-ready service users to potential employers, including interview preparation and support • Post-Employment: Liaise with employers to ensure service users have everything they need to succeed at work • Ensure enrollments proceed into the Transition Programme • Ensure students reach identified milestones within the time limits
Youth Service	<ul style="list-style-type: none"> • Improve social contact between groups of Deaf youth • Build capacity and resilience amongst Deaf youth • Support the development and delivery of youth service projects • Promote positive Deaf identity and leadership amongst Deaf youth
First Signs	<ul style="list-style-type: none"> • Develop relationships with parents of Deaf children • Support Deaf children to develop language skills comparable with peers of same age • Provide regular visits and/or meetings with families/whanau to model behaviours, language use and culture • Support transition to education • Monitor levels of language acquisition using recognized assessment methods and tools
Tutor	<ul style="list-style-type: none"> • Deliver courses in NZSL as part of NZSL Week • Deliver prepared NZSL courses for partner organisations or paying customers
Other	<ul style="list-style-type: none"> • Provide accurate information and advice on a variety of issues • Keep the Deaf community up to date through the distribution of written/video updates • Develop and run programmes in line with ACE guidelines and agreed contract volumes • Coordinate local activities and taster classes for NZSL Week



<p>SERVICE PLANNING & DELIVERY</p> <ul style="list-style-type: none"> • Provide immediate service where appropriate • Develop Service Plans with service users which identify personal goals, strengths and support systems – existing and accessible • Record all details of activities with, for and on behalf of service users in the Deaf Aotearoa IT systems • Deliver services with due care to the fundamental principles of being person centred; care and protection; privacy; empowerment and non-dependence • Carry an active caseload as directed by the Team Leader, and ensure all new referrals are managed through the correct process. • Work as an effective member of the front-line service provision team ensuring that Deaf people who visit Deaf Aotearoa receive a positive service experience 	<ul style="list-style-type: none"> • Emergency situations are prioritised and matters of significance/danger/risk are notified to the Team Leader (or manager) without delay • All service users have an individual plan using SMART goals which is subject to monitoring and review • Records are kept in order with full details recorded of all work undertaken • Service plans are developed, implemented and monitored which show identification of risk, and which have evidence of time limited interventions • Caseload is monitored, prioritised and reviewed regularly with the Team Leader • Service users provide positive feedback on their experience of accessing Deaf Aotearoa services
<p>SUPERVISION & ACCOUNTABILITY</p> <ul style="list-style-type: none"> • To undertake regular supervision with the Team Leader and to take all work-related matters to supervision for discussion • To receive instruction on active cases from other members of the Leadership Team to ensure that all goals identified in the service plan are prioritised, addressed and met 	<ul style="list-style-type: none"> • Services are delivered in an informed way, with Team Leaders being responsible for the level and intensity of services provided • Staff work to their nominated Team Leader, whilst working collaboratively across all services for the benefit of service users
<p>NETWORKING & PROMOTION</p> <ul style="list-style-type: none"> • To promote the work and interests of Deaf Aotearoa to the Deaf community 	<ul style="list-style-type: none"> • Deaf people understand what services are available to them and can access those services. Office hours are

<ul style="list-style-type: none"> • Maintain active networks with other community service providers, employers, statutory agencies and others to enhance knowledge of Deaf Aotearoa and to build knowledge of what other services exist to support service users in the local area • Assist “mainstream” service providers to become more “Deaf friendly” 	<p>observed to make access as easy as possible.</p> <ul style="list-style-type: none"> • By agreement with the Team Leader attend meetings which are relevant to the work of the organisation and ensure the interests of the Deaf community are represented. All information is to be recorded and shared across the Deaf Aotearoa network using the organisation’s Intranet • Take the opportunity to promote Deaf Awareness courses, and to offer practical advice for other agencies working with Deaf service users
<p>PROFESSIONAL EXPECTATIONS</p> <ul style="list-style-type: none"> • To be an effective team member • To perform to work standards and legal requirements in line with Deaf Aotearoa policies and guidelines • Raises any concerns directly with their Line Manager and is responsible for ensuring that issues are respectfully escalated to the right person for resolution at the earliest opportunity 	<ul style="list-style-type: none"> • Demonstrates a willingness and ability to work as a team with everyone • Works in a flexible manner • Provides support to colleagues • Demonstrates initiative – ability to think for self and offer ideas • Policies, procedures, relevant legislation, and standards of practice e.g. Privacy, Health and Safety are followed and complied with • Staff are accountable for their own actions and contribute to a positive workplace culture (e.g. does not engage in inappropriate gossip or rumour)
<p>TRAINING – GENERAL AND PERSONAL DEVELOPMENT</p> <ul style="list-style-type: none"> • Participates in meetings, training and in-service education • Assists in setting and evaluating goals and objectives for self, others and the wider team 	<ul style="list-style-type: none"> • Attends and actively contributes to team meetings, training and in-service education • Has an annual performance appraisal • Training is ongoing

Desired Qualifications, Knowledge, Skills and Experience:

- A functional Knowledge of New Zealand Sign Language appropriate to the role
- Literacy levels appropriate to the role
- Extensive relationship building and management Skills
- Experience in working with the Deaf community
- Understanding of the need to be responsible for the health & safety of self and others
- Ongoing Commitment to Deaf Aotearoa's Vision and Purpose
- Minimum relevant NZQA Level 3 certificate in Disability Support, Youth Work or equivalent (or a commitment to achieving this within 2 years of signing this agreement)
- Access to a reliable vehicle for use to visit service users or attend meetings/events
- Ongoing Commitment to the Treaty of Waitangi Principles
- Experience/knowledge of disability issues, Māori and Pasifika values
- Skilled in using a variety of IT systems and applications, proficient in using Microsoft Office
- Able to legally drive in New Zealand (Full NZ Licence)
- Strong communication skills

Staff Signature

Date