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| **POSITION: Facilitator – Community Friend Program**  |  |
| **REPORTS TO: Senior Manager – Community Friend Program**  |  |
| **DATE UPDATED: August 2024** |  |
| **ORGANISATIONAL ENVIRONMENT** |
| MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education.  With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way. |
| **JOB CONTEXT** |
| The Community Friend Program is a social support program for adults with a range of disabilities, funded under Home and Community Care (HACC) by the Department of Families, Fairness & Housing (DFFH), under the auspice of Melbourne City Mission. This position works with the Senior Manager and other Facilitator in developing and managing the opportunities for community involvement, whilst meeting all funding requirements.  |
| **JOB PURPOSE** |
| Through volunteer involvement in one-to-one friendship matches and small social groups, the Community Friend Program facilitates the participation of people with a disability in the community. The Community Friend Program aims to advance community understanding of people with a disability through encouraging their involvement in their community. The Program provides community members with an opportunity to take on the valuable role of volunteer.The Community Friend Program is delivered through volunteer involvement in nine local government areas of Melbourne.  |
| **JOB OBJECTIVES** |
| **Organisational**:**Duties of this role may include but are not limited to the following:*** Interview, induct, support, and acknowledge Community Friend Volunteers
* Initiate and sustain volunteer recruitment and participant referral strategies in local allocated regions
* Efficiently coordinate with the team the day-to-day operations of the program, in accordance with Departmental guidelines and the MCM business plan
* As a team, evaluate the effectiveness of the program. This includes developing annual surveys, implementing procedures to address feedback obtained, and developing service delivery practices that are of high standard
* Generate links and partnerships which enhance program outcomes – source opportunities to promote and raise awareness of the program. This includes conducting and presenting training and information sessions to a variety of groups and networks, and advertising/marketing for the program where possible
* As a team, plan and organise monthly social groups in consultation with volunteers
* Facilitate a case load of one-to-one friendship matches between volunteers and participants. To provide support to both parties whilst ensuring volunteers and participants are matched in line with the needs of participants and the aptitudes of volunteers
* Regularly review the progress of volunteer/participant relationships in line with the CFP guidelines and intended outcomes
* Maintain co-operative working relationships with health services, key volunteer networks, key community networks, and mental health/disability spaces
* Source opportunities to promote and raise awareness of the program in the communities serviced by the CFP and MCM Group.
* In conjunction with senior manager, develop, manage and monitor the program budget, and responding to and initiate opportunities for funding or expansion as appropriate
* Share input with documentation and implementation of all volunteer/CFP/HACC-PYP/MCM /disability related policies and procedures
* As a team, develop, implement and review plans, policies and procedures required by the Department and ensure the program is well prepared for triannual audits
* Maintain records and undertake other administrative tasks including data collection and contributing to monthly and quarterly reports
* Develop and ensure service delivery practices are delivered within the framework of MCM’s policies and procedures, legislative requirements, and meet the relevant service and high standards
* Perform other duties and responsibilities, as directed by the Senior Manager or delegate.
* Participate in supervision, annual performance review, training meetings, debriefing and forums
* Work collaboratively with the other Facilitator within CFP

**Volunteers**:* Train and support volunteers to undertake CFP one-to-one friendships and CFP social group facilitation out in the community, including assessing appropriate “pairing” of volunteers to participants and in social groups
* Orientate and interview new volunteers to the CFP / HACC-PYP guidelines and offer continual support to volunteers
* Ensure volunteers are monitored and supported appropriately so as to enhance positive “catch-up” relationships in one-to-one friendships and in social groups
* Maintain records of volunteer information and ensure volunteers provide activity feedback in a timely manner to report in accordance with the guidelines
* In conjunction with the Senior Manager and Facilitator, develop and review recruitment strategies for volunteers to maintain target numbers and implement new strategies for recruiting CFP volunteers that enhance self-selection and result in the appointment of appropriately skilled volunteers
* Ensure that volunteers are paired in one-to-one or social group in line with the relative needs of participant and the aptitudes of volunteers
* Oversee volunteers to ensure that they have an understanding of their role as designated by the Department
* Applying recognition to volunteers through milestone acknowledgement and on appropriate observed days of volunteer celebration

**Participants / Referral sources**: * Educate and inspire service providers, community spaces to embrace the purpose and value of the CFP for participants. Maintain contact with referrers to work cooperatively to identify people and their needs who may benefit from CFP friendship and social groups.
* Develop and maintain strong relationships to ensure changes for participants are supported
* Develop and maintain workable processes for receiving participant referrals and maintain a record of participants seeking a friend or social group
* Liaise with various referral sources about the aims of the CFP and ensure referrers promote and encourage the CFP for participants
* Liaise with referral sources regarding appropriate participant referrals for a volunteer “pairing” friendship or social group engagement and to arrange pairing between participants and volunteers according to special needs and compatibility considerations
* Recruit and assess the needs and suitability of applicants to the Community Friend Program (people with a disability), and to facilitate their involvement in the local and broader community.
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| **KEY RELATIONSHIPS** |
| This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table: |
| **Internal Relationships** | Coordinators of Volunteers Network – Aged Care Volunteer Visitor Scheme, Palliative Care, L2P, SPSP, CIAOIncluding; Administration, and I.T. Relationships also exist with MCM corporate services ie, HR, Finance, Marketing, Training. |
| **External Relationships** | Community Friend Program Facilitator liaises with community organisations, cultural organisations, disability services, volunteer networks and organisations and recreation providers to achieve the objectives of the Program. For example, participating in relevant LGA networks and peak body events as required.The Facilitator relates to volunteers, clients, and applicants to these roles, as well as to carers and case managers. |
| **KEY SELECTION CRITERIA** |
| **Essential:*** A relevant qualification in the human services / community development field
* A demonstrated experience of working directly with people with a disability and a knowledge of issues related to people with a disability
* Well-developed communication skills, including a demonstrated ability to communicate with people with disabilities, their carers, and support coordinators
* A sound knowledge of legislation relating to volunteers
* Experience with volunteers and an understanding of issues related to volunteering and the provision of a volunteer service
* The ability to work autonomously and cooperatively as a member of a team
* Demonstrated experience of working within a team
* Ability to work in a cross-culturally sensitive manner in culture, identity and specific needs of participants and volunteers
* Well-developed written and organisational skills
* Well-developed computer skills
* A full current Australian driver’s licence
* Computer literacy, including use of a database
* Satisfactory completion of safety screening including; a National Police check, International Police check (if required), a valid Victorian Working with Children Check (Employee), NDIS Worker Screening Check, and the right to work in Australia in line with the Victorian Safety Screening Policy

**Desirable:** * Experience/knowledge within disability services
* Previous experience in supervising volunteers
* Experience in developing and reviewing Policies and Procedures
* Experience in training and presenting to groups
* An understanding of the HACC sector and HACC compliance processes
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| **ORGANISATIONAL REQUIREMENTS AND COMMITMENTS** |
| **Child Safety & Safety of Vulnerable People**MCM is a Child Safe Organisation. We are committed to the safety and wellbeing of children, youngpeople, people with a disability and other vulnerable people. We have a zero tolerance of abuse andneglect of all vulnerable people and are committed to actively contributing to a safe organisation in whichchildren, young people, people with a disability and vulnerable people are protected from violence, abuseand neglect. All employees are required to comply with the Child Safe Standards.**Workplace Health & Safety:**MCM’s strategy is to create a working environment in which we have zero tolerance for compromisedworker safety. As an employer we endeavour to provide a working environment that is safe for allemployees and people who use our services and adheres to Occupational Health & Safety regulations asan employer.As an employee, you also have Occupational Health & Safety responsibilities as follows:• To comply with all MCM policies related to Occupational Health and Safety in the workplace.• Take reasonable care of your own health and safety in addition to the health and safety of yourcolleagues and people who use our services who may be affected by your acts or omissions in theworkplace.**Operational Accountability:**MCM is committed to operating efficiently, ethically and remaining operationally and financiallysustainable.As an employee you are expected to operate within the requirements of our accreditation, registrations,delegations and work responsibilities as detailed in our various policies and procedures, Code of Conductand regulatory guidelines. |
| **COMPLIANCE** |
| As an employee, you are expected to comply with the following:* Comply with and actively support all position, division and organisational policies and procedures.
* All employees are subject to MCM’s Employment Safety Screening Procedure.
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| **LEADERSHIP CAPABILITY FRAMEWORK** |
| In addition to the key selection criteria, applicants should be able to demonstrate the following attributes: |
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| **KEY AREA** | **BEHAVIOURAL CAPABILITIES** |
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| **PARTNERSHIPS** | **Influence & Persuasion**Delivers a compelling message to gain support for ideas or projects. Acts to influenceoutcomes for the benefit of the people we work with. |
| **PARTNERSHIPS** | **Collaboration & Cooperation**Seeks to find the right solution for all. Stays connected, and works together withcolleagues and the people who use our services to achieve great things. |
| **REPUTATION** | **Provable Results**Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues. |
| **REPUTATION** | **Spreading the Word**‘Sells’ rather than ‘tells’. Takes every opportunity to promote MCM, its services, purpose and philosophy. |
| **PEOPLE** | **Resilience & Bounce Back**Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to setbacks and disappointments. |
| **PEOPLE** | **Challenge & Change**Forward thinking. Challenges the status quo and looks for innovative solutions to howMCM can make a positive difference. |
| **PEOPLE** | **Safety First**Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others. |

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| **OUR VALUES** |
| Employees are expected to commit to and demonstrate MCM’s values:  |
| Together | We are inclusive and accepting of difference.We work in highly effective teams and our people are connected across our organisation.We engage proactively with others to deliver outcomes. |
| Courageous | We speak up constructively in line with our convictions.We pursue our goals with determination.We are passionate about our advocacy role. |
| Curious | We are inquisitive and ask why.We challenge the status quo.We actively explore the alternatives. |
| Open | We are transparent and have genuine, honest interactions.We listen and hear people’s voices.We value and respect the autonomy of clients.We trust one another. |
| Accountable | We act safely in all our interactions.We manage within our financial and resource boundaries.We own our outcomes and decisions.We are proud of the work that we do. |