

SERVICE FACILITATOR

Job purpose

To work with disabled people and their families towards the achievement of a good life in support of AccessAbility's inspirational dream: 'A community approach where disabled people live well now, can dream big and live the life they have imagined.'

Key functions

- Completing support assessment
- Support coordination and planning (paid and unpaid supports)
- Providing Information
- Liaising with service providers, community organisations and health care professionals
- File Administration including service authorisation (for paid supports)
- Monitoring the quality of service provision
- Assisting in the training and induction of new staff Plan and monitor operational workflow of team

Reports to: Team Leader

Direct reports: NIL

Knowledge and experience needed

Knowledge of the disability sector and community organisations/services available in the region

Excellent interpersonal and relationship building **skills**

Experience in working with people with disabilities and their personal networks

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Date Adopted: May 2014	Date Reviewed: 1 April 2015
	Latest Amendment: 1 April 2015

Competencies

Skill	Description
Team Work	Co-operates and works well with others in the pursuit of team goals; shares information; supports others
Building Relationships	Able to establish and maintain relationships with people at all levels; puts others at ease; promotes harmony and consensus through diplomatic handling of disagreements and potential conflict.
Cross Cultural Awareness	Able to communicate with, relate to and see issues from the perspective of people of other cultures.
Information Gathering	Seeks all possible relevant information for problem solving and decision making; consults widely, probes the facts, analyses issues from different perspectives.
Problem Analysis	Breaks problem into constituent parts and differentiates key elements from the irrelevant or trivial; makes accurate use of logic, and draws sound inferences from information available.
Sensitivity	Shows consideration, concern and respect for other people's feelings; demonstrates interest in others opinions; is tolerant of differing needs and viewpoints.
Oral Communication Skills	Communicates orally in a manner which is clear, fluent, and to the point, and which holds the audience's attention, both in group and one-to-one situations.
Execution	Drives projects along, gets results, ensures that key objectives are met.

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