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Position Description

Wellbeing Facilitator

Reports to	Team Leader
Key relationships	Team Leaders Service Manager
Last revised	17 December 2021

Purpose

The purpose of this position is to facilitate activities that promote the increased mental health and wellbeing of our customers. The word *facilitate* is key our approach. A *facilitator* is someone who greases the wheels of change, not someone who takes control or takes charge. We believe that all people have the right to set their own direction in life, and we give them the space to make progress on their own terms, in their own way, at their own pace. We are not here to fix people, or change them, or tell them what to do. We are here to help them on their way, whichever way that is. The position is classified at a higher award rate, under level 3 of the SCHADS award, to reflect the increased autonomy, responsibility for complex decision making or judgment expected of Candella Wellbeing Facilitators. Non-clinical supervision is provided as required from Lead Wellbeing Facilitators and/or the Senior Leadership team.

Key Responsibilities

The Wellbeing Facilitator is responsible for delivering high quality, customer driven supports in community settings. This includes:

- Providing high quality services in line with the seven components of the NDIS Code of Conduct, and Candella's guiding philosophy
- Facilitating services in line with the customers goals, choices and preferences
- Collaborating with a range of external stakeholders, including Support Coordinators, a customers' family, friends or support network and other service providers to build relationships
- Communicating any concerns, issues or complaints with the Candella management team

Position Objectives



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An effective Wellbeing Facilitator plays significant role in contributing to the following outcomes:

- Providing high quality services
- Collaborating with a range of stakeholders to build relationships
- Ensuring safety & operational requirements are met

Position Expectations

Essential - Attributes:

- You demonstrate a positive, non-judgmental, non-discriminatory attitude towards people who experience mental health issues and other forms of disadvantage;
- You see and treat people as individuals and do not make assumptions about them or prejudge them on the basis of their diagnosis or their belonging to a marginalised group or community;
- You have a genuine interest in the fundamental purpose of Candella and the delivery of safe, high quality, person-centred supports;
- You have a desire to work in alignment with and promote Candella's core values:
 - Human
 - Capable
 - Effective

Skills and Qualifications:

- A degree in Psychology, Social Work, or related field;
- A Cert IV in Mental Health, or related field;
- A certificate in Standard Mental Health First Aid (MHFA);
- If none of the above qualifications: a demonstrated ability (through previous work or volunteering) to work skilfully with people living with complex mental health issues. This includes the use of advanced interpersonal skills, high emotional intelligence, recovery-oriented practices, and the ability to solve complex, ambiguous, or unfamiliar problems independently.

Desirable:

- Understanding of recovery-oriented, community-based mental health services.
- Understanding of the broader social services system.
- Understanding of the National Disability Insurance Scheme.
- Ability to accurately identify and assess risks to staff, customers, and other stakeholders, including risks arising from mental health symptoms, and develop suitable safety plans.



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Other requirements:

- Current Australian driver's licence
- Proof of identity
- Registered, insured, well-maintained, roadworthy vehicle
- NDIS Worker Screen test, or willing to obtain
- Where appropriate, satisfactory Working with Children Check
- Right to work within Australia.
- Other checks and requirements as required for ongoing compliance with applicable laws, regulations, and quality standards.
- Confidence using technology, particularly mobile phone apps, to record and share information
- Smart phone that can be used to contact customers, as well as access our client management system